

# Senior Resource Guide

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The Sonoma County Area Agency on Aging (AAA) is a program of the Sonoma County Human Services Department. The AAA and its Advisory Council plan, coordinate and allocate funding for persons sixty years of age and older in Sonoma County. The AAA Advisory Council advises the Board of Supervisors on the needs of seniors, adults with disabilities, and their caregivers, and advocates on their behalf.

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[www.socoaaa.org](http://www.socoaaa.org)

January 2014

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# INTRODUCTION

The 2014 edition of the Sonoma County Senior Resource Guide is a directory of services, agencies, and programs which assists older persons, in their daily lives. The services are listed in alphabetical order by category of service with specific agencies listed under the appropriate category. Service providers with Spanish speaking staff are noted with the symbol (Sp) by their business name.

**The Area Agency on Aging (AAA) has made every effort to compile a useful senior resource guide for the residents of Sonoma County. The AAA does not endorse or recommend any of the listings contained in the guide. The AAA also does not guarantee or warrant any of the information or services provided by businesses listed in this guide. Residents and users of the guide are encouraged to consult with appropriate and accredited professional advisors for advice concerning specific matters before making any decisions.**

**Information on issues, related to older adults as well as on services listed in this directory can also be found at [sonoma.networkofcare.org/aging](http://sonoma.networkofcare.org/aging).**

The material in this directory is current as of December 1, 2013. All efforts have been made to obtain accurate listings. Additional information may be found on an agency's website. Should you have difficulty in reaching or locating a service, please contact the Senior Information and Assistance program in the following areas of Sonoma County:

- **Petaluma Area:**  
Petaluma People Services Center ..... **765-8488**
- **Guerneville and River Area:**  
Community & Family Service Agency - Senior Resource Center ..... **869-0618**
- **All Other Areas in Sonoma County:**  
Council on Aging ..... **525-0143 or (800) 510-2020**

**For information about services in other locations throughout the United States:**

**Eldercare Locator ..... (800) 677-1116**

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**Directory may not be current after initial printing. If errors or changes, please notify:**

- **Sonoma County Area Agency on Aging.....707-565-5950**  
3725 Westwind Boulevard, Suite 101  
Santa Rosa, California 95403

Mailing Address:  
PO Box 4059  
Santa Rosa, California 95402  
[www.socoaaa.org](http://www.socoaaa.org)



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## ADULT DAY CARE PROGRAMS

Programs that provide care for frail elderly in a supervised, protective setting during the day. Services may include social and recreational activities, training that is essential for sustaining the activities of daily living, and a hot lunch. Services are provided in a licensed facility. Some programs provide service for specific conditions such as Alzheimer's.

### Adult Social Day Care

<b>Council on Aging</b> .....	<b>525-0143</b>
• First United Methodist Church Santa Rosa Senior Day Services; Mon. & Wed .....	525-0143x103
2150 Giffen Ave., Santa Rosa, CA	
• St. Paul's Church Healdsburg Senior Day Services; Mon, Tues, & Wed.....	433-6161
209 Matheson Street, Healdsburg, CA 95448	
• Sebastopol Area Senior Center Sebastopol Senior Day Services; Mon, Wed, & Fri.....	829-2440
167 High St, Sebastopol, CA 95472	
• Vintage House Senior Center Sonoma Senior Day Services; Tues, Thurs, Fri .....	935-0850
264 First St. East, Sonoma, CA 95476	
<b>Old Adobe Developmental Services</b> .....	<b>763-9807</b>
1301 Rand Street, Suite A, Petaluma, CA 94954	
• Various programs for adults with developmental disabilities, including senior programs.	
<b>Petaluma People Services Center; Adult Day &amp; Respite Program</b> .....	<b>765-8490</b>
25 Howard Street, Petaluma, CA 94952	
• Monday, Wednesday, & Friday	
<b>Primrose Alzheimer's Living and Adult Day Club</b> .....	<b>578-8360</b>
2080 Guerneville Road, Santa Rosa, CA 95403	
• Services are provided Monday - Friday	

### Alzheimer's Respite Care

#### Caregiver Respite Services

See "Respite Services for Caregivers" on p. 28, "Support Groups and Counseling" on p.30

<b>Catholic Charities Alzheimer's Respite Center</b> .....	<b>528-8712</b>
987 Airway Court, Santa Rosa, CA 95403	
<b>Council on Aging, Sonoma Respite</b> .....	<b>935-0850</b>
264 First Street East, Sonoma, CA 95476	
<b>Vintage Brush Creek</b> .....	<b>538-2590</b>
4225 Wayvern Drive, Santa Rosa, CA 95409	

## CARE MANAGEMENT

Programs that develop plans for coordinated care of individuals who, because of age, illness, disability, or other difficulties are unable to arrange for services on their own behalf. Services include assessment of needs, coordination of needed services and monitoring with follow-up of services to determine the effectiveness of the services provided. Only non-profit agencies providing case management are listed below. For additional resources, see the Yellow Pages under "Senior Citizens' Services and Organizations."

- Community & Family Service Agency-Senior Resource Center** ..... 869-0618  
15010 Armstrong Woods Road, Guerneville, CA 95446
- Council on Aging of Sonoma County: Care Management**..... 525-0143  
30 Kawana Springs Road, Santa Rosa, CA 95404  
• Senior Care Coordination is a fee-based Care Management program
- Linkages Program, Sonoma County** ..... 565-5900  
3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403  
• Assistance for 60+
- Multipurpose Senior Services Program (MSSP), Sonoma County**..... 565-5970  
3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403  
• Assistance for frail elderly 65+, Medi-Cal eligible
- North Bay Regional Center**..... 569-2000  
2351 Mendocino Avenue, Santa Rosa, CA 95403  
• Services for Regional Center clients with developmental disabilities incurred prior to age 18
- Petaluma People Services Center** ..... 765-8490  
25 Howard Street, Petaluma, CA 94952
- Seniors At Home, a division of Jewish Family & Children's Services** ..... 571-8533  
1360 North Dutton Avenue, Suite C, Santa Rosa, CA 95401

## CONSUMER INFORMATION AND COMPLAINTS

- Better Business Bureau**.....(510) 238-1000
- California Department of Consumer Affairs: Consumer Assistance Office** .....(800) 952-5210  
• Information and referral on general consumer issues; auto repairs TTY (916) 322-1700  
smog issues and complaints
- California Department of Housing and Community Development  
Mobile Home Ombudsman** .....(800) 952-5275 or (916) 445-4782  
• Complaints regarding Health and safety, sales and warranty issues  
for mobile homes and manufactured housing
- Consumer Product Safety Commission**.....(800) 638-2772  
4330 East West Hwy, Bethesda, MD, 20814 TTY (301) 595-7054
- Contractors State License Board - Automated Information Number** .....(916) 255-3900  
• Information on hiring contractors, contractor's license status, and complaints (800) 321-2752
- California Department of Insurance Consumer Hotline**.....(800) 927-4357 or (213) 897-8921  
300 South Spring Street, South Tower, Los Angeles, CA 90013 TTY (800) 482-4833



<b>Department of Motor Vehicles (DMV) Investigation Section .....</b>	<b>648-4511</b>
200 Couch Street, Vallejo, CA 94590	
• Takes complaints about auto dealers, contract issues, auto advertising and warranties, odometer rollbacks and fraudulent driver's license applications	
<b>Federal Trade Commission Consumer Response Center .....</b>	<b>(877) 382-4357</b>
• Consumer counselors, information on identity theft	<b>TTY (866) 653-4261</b>
• Freedom of Information Act, credit related information, antitrust issues	
• <b>Identity Theft Hotline .....</b>	<b>(877) 438-4338</b>
<b>Insurance Information Institute .....</b>	<b>(800) 331-9146</b>
• Information for homeowners, auto and life insurance	<b>TTY (800) 482-4833</b>
<b>Medical Board of California Central Complaint Unit .....</b>	<b>(800) 633-2322 or (916) 263-2424</b>
• Complaints regarding physicians and allied health professionals	
<b>Sonoma County District Attorney's Office, Environmental &amp; Consumer Law Division ...</b>	<b>565-3161</b>
• Investigates complaints of consumer fraud	
<b>Sonoma County Mobilehome Owners' Association, Inc. ....</b>	<b>584-7222</b>
• Support group, information on owner's rights and other issues pertaining to the mobile home community	
<b>State Bar Attorney Complaint Hotline .....</b>	<b>(800) 843-9053</b>
• Complaints, information on attorney discipline status	

## ***DEATH RELATED SERVICES***

See also "Hospice" on p. 15 and "Grief Counseling and Support" on p. 31

### **Funeral Information and Planning**

See Yellow Pages under Funeral Information and Advisory Services.

### **Organ and Body Donations**

<b>California Transplant Donor Network .....</b>	<b>(888) 570-9400 / (510) 444-8500</b>
1000 Broadway, Suite 100, Oakland, CA 94607	
• Provides information and education regarding organ donation and transplantation	
<b>Department of Motor Vehicles.....</b>	<b>(800) 777-0133</b>
• Provides organ donation cards	
<b>The UCSF Willed Body Program .....</b>	<b>(415) 476-1981</b>
• For whole body donations, no upper age limit	
<b>Tissue Banks International - National Processing Center .....</b>	<b>(415) 455-9000</b>
2597 Kerner Blvd., San Rafael, CA 94901	
• Provides information regarding tissue donation and recovery of tissue	

### **Survivor and Burial Benefits**

<b>Department of Veterans Affairs.....</b>	<b>(800) 827-1000</b>
• Veteran's burial and survivor benefits; service and non-service connected	<b>TTY (800) 829-4833</b>
<b>Social Security Administration .....</b>	<b>(800) 772-1213 or (877) 870-6384</b>
• To report a death, file for survivors' benefits, file for burial benefits	<b>TTY 544-2583</b>



## DISABLED ADULT SERVICES

Agencies that provide services for adults who have physical, developmental, mental, or emotional impairments, illnesses, or injuries that prevent or interfere with their ability to perform intellectual or physical tasks that are normally within the range of human capability or which significantly limit their mobility or level of activity.

- Alzheimer's Association** ..... **573-1210**  
 1211 North Dutton Avenue, Suite A, Santa Rosa, CA 95401  
 • Advocates for people with Alzheimer's and other related dementias, and for their families
- Becoming Independent**..... **524-6600**  
 1425 Corporate Center Parkway, Santa Rosa, CA 95407  
 • Various programs for adults with developmental disabilities, including senior program
- Bergin University - Assistance Dog Institute**.....**545-3647**  
 • Trains and provides service-dogs for people with mobility issues
- California Department of Motor Vehicles** ..... **(800) 777-0133**  
 2570 Corby Avenue, Santa Rosa, CA 95407  
 • Disabled parking placard
- California Department of Rehabilitation**..... **576-2233**  
 50 D Street, Suite 425, Santa Rosa, CA 95404 **TTY 542-6365**
- California Human Development Corporation - Growth Opportunities** ..... **542-5609**  
 1695 Piner Road, Suite A, Santa Rosa, CA 95403  
 • Personalized services, developmental disabilities; seniors receiving services must be clients of North Bay Regional Center
- Canine Companions for Independence**.....**577-1700 or (800) 572-2275**  
 2965 Dutton Avenue or P.O.Box 446, Santa Rosa, CA 95402,  
 • Enhances the lives of people with disabilities by providing highly trained assistance dogs and ongoing support to ensure quality partnerships. Free of charge
- Disability Services and Legal Center (DSLCL)** ..... **528-2745 or (800) 528-7703**  
 521 Mendocino Avenue, Santa Rosa, CA 95401 **TTY 528-2151**  
 • Assistive Technology Network for a wide range of assistive technology and services
- Easter Seals Bay Area, Inc.** ..... **584-1443**  
 1950 Parallel Dr., Lakeport, CA 94928  
 • Equipment loan (walkers, wheelchairs, commodes, shower benches, canes)
- Goodwill Industries of the Redwood Empire**..... **523-0550**  
 651 Yolanda Avenue, Santa Rosa, CA 95404  
 • Vocational services for people with disabilities
- Max's Home Cares**..... **364-0305**  
 3820 Bodega Avenue, Petaluma, CA 94952  
 • Must call for appointment to pick up or drop off any equipment  
 • Loans or donates walkers, wheelchairs, commodes, shower benches, canes, braces, bed pads and accepts donations of above equipment
- Multiple Sclerosis Society, Northern California Chapter** ..... **(800) 344-4867 or (415) 230-6677**  
 1700 Owens, Suite 190, San Francisco, CA 94158

<b>Old Adobe Developmental Services .....</b>	<b>763-9807</b>
1301 Rand Street, Suite A, Petaluma, CA 94954	
• Various programs for adults with developmental disabilities, including senior programs	
<b>United Cerebral Palsy of North Bay .....</b>	<b>766-9990</b>
3835 Cypress Drive, Suite 103, Petaluma, CA 94954	

## Non-Emergency Medical Transportation

See p. 34, "Paratransit Services"

## DISCOUNT CARDS

<b>California Department of Fish and Wildlife, Yountville .....</b>	<b>944-5500</b>
7329 Silverado Trail, Napa, CA 94558	
• Reduced fee sport fishing licenses: Age 65 + if low income or disabled veteran; free for qualified disabled	
<b>California State Parks and Recreation Department .....</b>	<b>938-1519</b>
363 Third Street West, Sonoma, CA 95476	
<b>Golden Gate Transit System and Ferry Information .....</b>	<b>(415) 455-2000</b>
1011 Anderson Drive, San Rafael, CA 94901	
• Bus or ferry discount with I.D. for those 65+ or disabled. Fee: Half of adult fare	
<b>Santa Rosa City Bus .....</b>	<b>543-4636</b>
100 Santa Rosa Avenue, Room 6, Santa Rosa, CA 95404	
• Regional Transit Connection I.D. Card for senior citizen or disabled person	
• Transit discount cards available on Mon-Thurs from 8:00am to 5:00pm	
<b>Santa Rosa Junior College .....</b>	<b>CyBear Center 522-2638</b>
1501 Mendocino Avenue, Santa Rosa, CA 95401	
• Student Lounge issues Gold Card for library privileges, special rates on events (Age 60+)	
• Semester parking permits: <b>Admissions &amp; Records 527-4685 or Campus Police 527-1000</b>	
<b>Santa Rosa Recycling and Collection .....</b>	<b>586-1478</b>
• Discounted garbage rates for senior citizens 65 + and mobile home park residents located within Santa Rosa city limits	
<b>Sonoma County Regional Parks .....</b>	<b>565-2041</b>
2300 County Center Drive, Room 120, Santa Rosa, CA 95403	
<b>Sonoma County Transit .....</b>	<b>576-7433 or (800) 345-7433</b>
355 West Robles Avenue, Santa Rosa, CA 95407	
• ADA paratransit eligibility for those unable to use fixed routes	
• Call for information on Regional Transit Connection ID card for senior citizen or disabled person or see <b>Santa Rosa City Bus</b> .	

## EDUCATION

Programs that provide opportunities for people in the community to acquire knowledge, skills, and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

## Adult Education

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**Petaluma Adult School** ..... 778-4633  
200 Douglas Street, Petaluma, CA 94952

## Health Education

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**Northern California Center for Well-Being** ..... 575-6043  
365 Tesconi Circle, Suite B, Santa Rosa, CA 95401

- Assists in improving the quality of life and health of our Sonoma County Community through evidence-based preventive services and self-care classes, emphasizing full participation and decisions affecting health

**Sonoma County YMCA** ..... 545-9622  
1111 College Avenue, Santa Rosa, CA 95404

- Discounted senior memberships available, senior fitness classes, diabetes prevention program

## Other Education

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**AARP Driver Safety Program** ..... (888) 227-7669

- Class information on educational driving programs for mature drivers
- Call for information on classes in County of Sonoma

### **Community Network for Appropriate Technologies:**

**Community Network Journey Project** ..... 539-2364  
55 A Ridgway Avenue, Santa Rosa, CA 95403

- Provides information, education and advocacy on end of life issues, advance care planning and palliative care
- Free or on a sliding scale depending upon ability to pay

**Sonoma County Elder Protection Workgroup** ..... 565-8255

- Free informational sessions for seniors and those who care about them

**Santa Rosa Junior College** ..... 527-4011  
1501 Mendocino Avenue, Santa Rosa, CA 95401

**Sonoma State University, Osher Lifelong Learning Institute** ..... 664-2394  
1801 East Cotati Avenue, Rohnert Park, CA 94928

## **EMERGENCY SERVICES**

For non-emergency phone numbers, see “Law Enforcement Agencies,” page 20

**2-1-1 Information and Referral for Health and Human Services** ..... Dial 2-1-1 or (800) 325-9604

- Information about health and human service needs - food, clothing, shelter, counseling, financial aid, elder care, child care, transportation and Sonoma Access and much more

**911 Help from Police, Fire, Ambulance and Search and Rescue - Emergency Only** ..... Dial 9-1-1

**California Poison Control System (CPCS)** ..... Emergency (800) 222-1222  
Help with medication double doses, drug interactions, and TTY (800) 972-3323  
accidental poisoning

## Food, Clothing and Shelter

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Listings below do not reflect all community efforts to provide emergency help. Call the following agencies for further information.

**American Cancer Society .....(800) 227-2345**

- Lodging reimbursement for individuals traveling more than 50 miles for out-of-town cancer treatments

**American Red Cross; Sonoma and Mendocino County Chapter ..... 577-7600**

5297 Aero Drive, Santa Rosa, CA 95403

**Bed and Shelter Hotline.....(800) 774-3583**

- Recorded referrals covering several counties

**Catholic Charities Family Support Center, Santa Rosa..... 542-5426**

465 A Street, Santa Rosa, CA 95401

- Emergency shelter for children and their families, the disabled and seniors
- Intake is daily from 1:00pm to 3:00pm; may have waiting list
- No clothing distribution

**Catholic Charities: Rural Food Project..... 528-8712**

- Supplemental food for all in need
- Distribution in rural areas - Boyes Hot Springs, Fulton, Graton, Sebastopol and Healdsburg
- Call for schedule

**Community & Family Service Agency Food Program ..... 869-0655**

- First come first served basis for individuals and families in West Sonoma County
- Park and Ride parking lot on River Road west side of Guerneville, Tuesday 11:00am

**FISH (Friends in Sonoma Helping): Santa Rosa .....527-5151**

2900 McBride Ln, Santa Rosa, CA 95403

- Food only Monday-Friday 10:30am to 2:00pm, Saturday 10:30am to 12:00 noon
- Call ahead for food to be picked up that day

**FISH (Friends in Sonoma Helping) of Sonoma Valley (Shellville to Glen Ellen) .....996-0111**

- Monday-Friday 9:00am-5:00pm for rides, clothing and other services
- Monday-Friday 9:00am to 12:00 noon call in for food; Pick up same day 1:30pm
- 

**North Bay Veterans Resource Center - A Division of Vietnam Veterans of California.....578-8387**

2455 Bennett Valley Road, Suite B117, Santa Rosa, CA 95404

- Assists enrolled veterans of all eras with transportation, clothing, tools, fees, tuition and training costs
- Veteran's employment and training program and veterans transitional home

**Petaluma Kitchen ..... 778-6380**

900 Hopper Street, Petaluma, CA 94952

- (7 Days a Week: Breakfast 7:30am to 9am and Lunch 11:30am to 1pm)
- Meals and grocery distribution for low income families
- Food Box Program for Petaluma residents meeting eligibility requirements Sunday-Thursday 9:30am to 11:00am

**Redwood Empire Food Bank ..... 523-7900**

- Information about access to emergency food resources and food distribution  
Monday-Friday 8:30am to 4:30pm

<b>Redwood Gospel Mission</b> .....	<b>542-4817</b>
101 Sixth Street, Santa Rosa, CA 95401	
<ul style="list-style-type: none"> <li>• Meals, shelter, and clothing for men</li> <li>• Alcohol and drug recovery and job development for men and women</li> </ul>	
<b>Redwood Gospel Mission - The Rose Women and Children's Shelter</b> .....	<b>573-0490</b>
1048 Wild Rose Drive, Santa Rosa, CA 95401	
<ul style="list-style-type: none"> <li>• Provides basics like food, clothing, shelter, and personal hygiene in a home-like setting for women and their children. Hours of operation are 24 hours.</li> </ul>	
<b>Sonoma County Human Services Department:</b>	
<b>Referrals to Assistance</b> .....	<b>Dial 2-1-1 or 565-2108 or (800) 325-9604</b>
2550 Paulin Drive, Santa Rosa, CA 95403	
<ul style="list-style-type: none"> <li>• General information on clothing, shelter, and food</li> <li>• Phone number 2-1-1 is available 24 hours a day, seven days a week</li> <li>• CalFresh for seniors 2-1-1 or 565-2715 or (800) 331-2278</li> <li>• Help with transportation and Sonoma Access</li> </ul>	
<b>St. Vincent de Paul Society, Santa Rosa Dining Room</b> .....	<b>528-7580</b>
610 Wilson St., Santa Rosa, CA 95401	
<ul style="list-style-type: none"> <li>• Dining Room: Mon-Sun, 11:20am to 12:30pm</li> </ul>	
• Thrift Store: 5671 Redwood Drive, PO Box 1095, Rohnert Park, CA 94927 .....	<b>584-1579</b>

## To Report Abuse

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<b>Adult Protective Services (APS), Sonoma County Human Services Department</b> .....	<b>565-5940 or (800) 667-0404</b>
PO Box 4059, Santa Rosa, CA 95402	
<ul style="list-style-type: none"> <li>• Investigation of abuse and neglect of elder or dependent adults living in the community</li> <li>• 24-hour response for reports of abuse and neglect</li> </ul>	
<b>Ombudsman Program of Senior Advocacy Services</b> .....	<b>526-4108</b>
• <b>Ombudsman 24-Hour Crisis Line</b> .....	<b>(800) 231-4024</b>
<ul style="list-style-type: none"> <li>• Investigation and prevention of abuse in residential care, assisted living facilities and nursing homes</li> </ul>	
<b>YWCA Domestic Violence</b> .....	<b>Business Line 546-7115</b>
• 24-Hour Crisis Line	<b>For Emergencies 546-1234</b>

## EMPLOYMENT AND VOCATIONAL TRAINING

Programs listed provide education and/or specific skills training for individuals who are having difficulty entering or re-entering the workforce.

<b>AARP Program Referrals</b> .....	<b>(866) 448-3614</b>
<ul style="list-style-type: none"> <li>• Referrals for people 55 and over; low income</li> </ul>	
<b>California Department of Rehabilitation</b> .....	<b>576-2233</b>
50 D Street, Suite 425, Santa Rosa, CA 95404	TTY 542-6365
<ul style="list-style-type: none"> <li>• Vocational rehabilitation</li> </ul>	
<b>Employment Development Department, State of California</b> .....	<b>(800) 300-5616</b>
606 Healdsburg Avenue, Santa Rosa, CA 95401	TTY (800) 815-9387
<ul style="list-style-type: none"> <li>• Unemployment Insurance</li> </ul>	

<b>Equal Employment Opportunity Commission</b> .....	<b>(415) 625-5600 or (800) 669-4000</b>
350 Embarcadero Street, Suite 500, San Francisco, CA 94105-1260	<b>TTY (800) 669-6820</b>
• Job bias questions	
<b>Sonoma County Job Link</b> .....	<b>565-5500</b>
2227 Capricorn Way, Suite 100, Santa Rosa, CA 95407	
• Job Link Office provides a full range of vocational services free to eligible individuals 55 years and older with the goal of full or part-time employment	
• Services include: career assessment, testing and counseling, on-the-job training, possible financial assistance, and job-seeking and placement assistance	
<b>SCORE (Service Corps of Retired Executives)</b> .....	<b>571-8342</b>
777 Sonoma Avenue, Room 115B, Santa Rosa, CA 95404	
• Provides counseling for those starting or maintaining private businesses	
• Workshops with modest fee	

## **FINANCIAL ASSISTANCE AND INFORMATION**

Agencies that provide direct advice, guidance and/or educational materials for consumers who need assistance in managing their financial resources and evaluating competitive products and services; programs that provide for the economic needs of eligible individuals by ensuring that they receive the social insurance benefits to which they are entitled. See “Social Security” See Medicare Information” See “Housing Information.”

### **Consumer Assistance**

<b>AARP Tax Aide Assistance Program Information</b> .....	<b>762-6228</b>
• Volunteer tax assistance for people of low to moderate income, February 1 - April 15	
• Go to website <a href="http://www.aarp.org">www.aarp.org</a> for locations and time	
<b>Consumer Credit Counseling Service</b> .....	<b>(800) 777-7526</b>
70 Stony Point Road, Suite C, Santa Rosa, CA 95401	
• HUD approved housing counseling and reverse mortgage counseling	
• Financial assistance and bankruptcy education counseling	
• Debt Management Plan to repay credit cards	
<b>Sonoma County Human Services Department: Economic Assistance Division</b> .....	<b>565-2715</b>
520 Mendocino Avenue, Suite 225, Santa Rosa, CA 95402	
• CalFresh, first time Medi-Cal applicants, Affordable Care Act enrollment, information on Covered CA	
520 Mendocino Avenue, Santa Rosa, CA 95402 .....	<b>(877) 699-6868</b>
• Medi-Cal recipients with ongoing cases and first time Medi-Cal Applicants	
<b>Sonoma County Veterans Service Office</b> .....	<b>565-5960</b>
3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403	
Information and assistance in filing for federal, state and local veterans benefits including	
• Enrollment in the VA health care system and California's Veteran homes	
• Burial and education benefits including GI Bill and Cal Vet tuition fee waivers	
• Disability compensation and non-service connected disability pension (Aid and Attendance)	
<b>Volunteer Income Tax Assistance (VITA) Coalition</b> .....	<b>Dial 2-1-1</b>
• IRS Certified Tax Assistants available January to April 14	
• FREE help for Sonoma County residents with Earned Income Tax Credit (EITC)	
• Call 2-1-1 to schedule an appointment	



## Money Management

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- Council on Aging of Sonoma County: Financial Services** ..... 525-0143  
30 Kawana Springs Road, Santa Rosa, CA 95404
- Daily money management program, trust management and conservatorships
- Seniors At Home, a division of Jewish Family & Children's Services** ..... 303-1515  
1360 North Dutton Avenue, Suite C, Santa Rosa, CA 94501
- Comprehensive services—from bill paying to conservatorship of estate—to help seniors manage their money safely and wisely

## To Report Financial Abuse

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- Adult Protective Services (APS),  
Sonoma County Human Services Department**..... 565-5940 or (800) 667-0404  
PO Box 4059, Santa Rosa, CA 95402
- Investigation of abuse and neglect of elder or dependent adults living in the community
  - 24-hour response for reports of abuse and neglect
- Ombudsman Program, Senior Advocacy Services** ..... 526-4108  
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94954
- Investigation and complaint resolution
  - Prevention of abuse in long-term care facilities and nursing homes

## HEALTH CARE SERVICES

Programs and/or facilities whose primary purpose is to help people in the community to achieve and maintain physical well-being through the study, prevention, screening, evaluation, and treatment of illnesses, injuries, or disabilities.

## Alcohol and Other Drug Services

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- Drug Abuse Alternatives Center (DAAC)**..... 544-3295  
2403 Professional Drive, Santa Rosa, CA 95403
- Outpatient and Residential Treatment Programs, FREE
  - Family & Friends Support Groups
- Redwood Gospel Mission: Manna Home** ..... 576-1471  
2032 Dennis Lane, Santa Rosa, CA 95403
- A 10 month residential recovery program that provides services for adult women at no cost to the participant or her family
- Sonoma County Department of Health Services, Alcohol and Other Drug Services** ..... 565-7450  
• Orenda Center, 1430 Neotomas Avenue, Santa Rosa, CA 95405 **Detox 565-7460**

## Community Health Centers or Clinics

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- Alexander Valley Regional Medical Center** ..... 894-4229  
6 Tarman Drive, Cloverdale, CA 95425
- Alliance Medical Center** ..... 433-5494  
1381 University Avenue, Healdsburg, CA 95448  
8465 Old Redwood Highway, Suite 410, Windsor, CA 95492 (appointment only)



<b>Heart to Heart Medical Center</b> .....	<b>524-9640</b>
2200 Range Avenue, Suite 109, Santa Rosa, CA 95403	
<b>Jewish Community Free Clinic</b> .....	<b>585-7780</b>
490 City Center Drive, Rohnert Park, CA 94928	
<b>Petaluma Health Center</b> .....	<b>559-7500</b>
1179 North McDowell Blvd., Petaluma, CA 94954	
<b>Redwood Coast Medical Services, Inc</b> .....	<b>884-4005</b>
46900 Ocean Drive, Gualala, CA 95445	
Mailing Address: PO Box 1100 Gualala, CA 95445	
<b>Santa Rosa Community Health Centers: Brookwood Health Center</b> .....	<b>583-8700</b>
983 Sonoma Avenue, Santa Rosa, CA 95405	
<b>Santa Rosa Community Health Centers: Southwest Community Health Center</b> .....	<b>547-2222</b>
751 Lombardi Court, Santa Rosa, CA 95407	
<b>Santa Rosa Community Health Centers: Vista Family Health Center</b> .....	<b>303-3600</b>
3569 Round Barn Circle, Santa Rosa, CA 95403	
<b>Sonoma County Indian Health Project</b> .....	<b>521-4545</b>
144 Stony Point Road, Santa Rosa, CA 95401	
<b>Sonoma Valley Community Health Center</b> .....	<b>939-6070</b>
430 West Napa Street, Suite F, Sonoma, CA 95476	
<b>St. Joseph Urgent Care, Santa Rosa</b> .....	<b>543-2000</b>
925 Corporate Center Parkway, Suite A, Santa Rosa, CA 95407	
<b>St. Joseph Urgent Care, Rohnert Park</b> .....	<b>584-0672</b>
1450 Medical Center Drive, Rohnert Park, CA 94928	
<b>St. Joseph Urgent Care, Windsor</b> .....	<b>838-2044</b>
6580 Hembree Lane, Suite 270, Windsor, CA 95492	
<b>Sutter Pacific Family Medicine</b> .....	<b>521-7777</b>
3883 Airway Drive, Suite 202, Santa Rosa, CA 95403	
<b>West County Health Centers: Forestville Wellness Center</b> .....	<b>887-0290</b>
6550 Front Street, Forestville, CA 95436	
<b>West County Health Centers: Occidental Area Health Center</b> .....	<b>874-2444</b>
3802 Main Street, Occidental, CA 95465	
<b>West County Health Centers: Russian River Health Center</b> .....	<b>869-2849</b>
16319 Third Street, Guerneville, CA 95446	
<b>West County Health Centers: Sebastopol Community Health Center</b> .....	<b>824-9999</b>
6800 Palm Avenue, Suite C2, Sebastopol, CA 95472	

## **Hospitals - Acute Care**

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<b>Healdsburg District Hospital</b> .....	<b>431-6500</b>
1375 University Avenue, Healdsburg, CA 95448	
<b>Kaiser Hospital and Medical Center: Santa Rosa</b>	
401 Bicentennial Way, Santa Rosa, CA 95403 .....	<b>393-4000</b>
<b>Family Medicine</b> .....	<b>393-4044</b>
<b>Emergency</b> .....	<b>393-4000 or TTY 523-1734</b>

<b>Palm Drive Hospital</b> .....	<b>823-8511</b>
501 Petaluma Avenue, Sebastopol, CA 95472	
<b>Petaluma Valley Hospital</b> .....	<b>778-1111</b>
400 North McDowell Boulevard, Petaluma, CA 94954	
<b>Santa Rosa Memorial Hospital</b> .....	<b>546-3210</b>
1165 Montgomery Drive, Santa Rosa, CA 95405	
<b>Sonoma Valley Hospital</b> .....	<b>935-5000</b>
347 Andrieux Street, Sonoma, CA 95476	
<b>Sutter Medical Center of Santa Rosa</b> .....	<b>576-4000</b>
3325 Chanate Road, Santa Rosa, CA 95404	

## Medical Alert Systems

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<b>Bay Area Vital-Link, Inc.</b> .....	<b>(800) 752-5522 or (510) 338-3466</b>
6529 Telegraph Ave, Oakland, CA 94609	
• Medical Alert Pendant 1-800-752-5522	
<b>Binkley All-Guard Alarm Systems, Inc.</b> .....	<b>542-5276 or (800) 255-4273</b>
<b>Jefferson Security</b> .....	<b>(415) 459-2010</b>
769 Center Blvd, Fairfax, CA 94930-1764	
• Pendant or wrist strap medical alert system	
<b>Lifeline of the North Bay</b> .....	<b>778-7883</b>
1425 North McDowell Boulevard, Suite 103, Petaluma, CA 94954	
<b>MedicAlert Foundation</b> .....	<b>(800) 432-5378</b>
• Bracelet, necklace and watch	
<b>MedicAlert Safe Return, Alzheimer's Association</b> .....	<b>(800) 272-3900</b>
• Bracelet or necklace, clothing labels and wallet I.D. card	
<b>RoutineMD of Sonoma County</b> .....	<b>(888) 910-9955</b>
• Auto Fall Detection Emergency Response System: Neck pendant or wristband	

## Medical Equipment and Supplies

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<b>Home CARES Equipment Recycler</b> .....	<b>364-0305</b>
3820 Bodega Avenue, Petaluma, CA 94952	
• Must call for appointment to pick up or drop off any equipment	
• Loans or donates walkers, wheelchairs, commodes, shower benches, canes, braces, bed pads and accepts donations of above equipment	
<b>Kerr Medical Inc.</b> .....	
3251 Old Gravenstein Highway, Sebastopol, CA 95472	
<b>Lift &amp; Accessibility Solutions</b> .....	<b>538-3210</b>
2615 Alton Lane, Santa Rosa, CA 95403	
• Specializes in home modifications for the elderly and disabled	
• Provides and installs grab and support bars, ramps, bathroom modifications, stair lifts, platform/wheelchair lifts, automatic door openers, ceiling lifts and durable medical equipment (DME)	

**Shield Healthcare ..... (800) 675-8840**

- Home delivery of medical supplies for care at home for Incontinence, Enteral Nutrition, Ostomy, Urological, Diabetes, Wound Care
- Accepts Medi-Cal, Medicare and private insurance

## **Medical Home Care**

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**St. Joseph Health System of Sonoma County, House Calls ..... 547-4684**

1450 Medical Center Drive, Suite 3, Rohnert Park, CA 94928

- Primary medical care provided by family nurse practitioners to frail and elderly patients who are accepted into the program and who are unable to access health care in the community

## **Medical Information**

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**Blood Centers of the Pacific (formerly Blood Bank of the Redwoods)..... 545-1222**

2324 Bethards Drive, Santa Rosa, CA 95405

## **Outpatient Rehabilitation Programs**

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**Neurological Rehabilitation Clinic, Santa Rosa Memorial Hospital ..... 525-5388**

1165 Montgomery Drive, Santa Rosa, CA 95405

- Open Monday-Friday, 8:00am to 5:00pm
- Occupational, physical, speech, cognitive, and swallow therapy

**Neuropsychological Associates ..... 526-5424**

1260 North Dutton Avenue, Suite 225, Santa Rosa, CA 95401

- Neuropsychological evaluations, cognitive rehabilitation, memory clinic, psychopharmacological consultation and counseling services
- Case management and planning for long term care needs

**Pulmonary Wellness, Petaluma Valley Hospital ..... 778-2717**

400 North McDowell Boulevard, Petaluma, CA 94954

- Open Monday-Thursday 8:30am to 3:30pm

**Sutter Medical Center of Santa Rosa ..... 576-4000**

3325 Chanate Road, Santa Rosa, CA 95404

- Outpatient Wound Care ..... 576-4360

## **HOME HEALTH CARE AND IN-HOME ASSISTANCE**

The following are agencies that make necessary medical and/or personal care available to elderly, disabled, ill or convalescing individuals in their own homes. Services are provided by employees of the agencies and can include personal care, chores and light housekeeping. The following symbols correspond to certifications, licensing and/or types of care provided: O Medicare - Medicare-certified agencies that provide skilled nursing and a variety of therapeutic services (e.g., physical therapy, home health aides). Ω Medi-Cal - ♦ Medi-Cal-certified agencies that provide skilled nursing and a variety of therapeutic services (e.g., physical therapy, home health aides). ► State Licensed - Agencies licensed by State of California to provide skilled nursing. + Custodial Care - Agencies that provide personal care services (e.g., bathing, shopping, etc.). Φ Public Benefit - Programs subsidized with state and federal funds; eligibility requirements apply.

**AccentCare + ..... 658-4495**

1401 Redwood Way, Suite 240, Petaluma, CA 94954

<b>Advocate Home Care +</b> .....	<b>778-8400</b>	
6640 Redwood Drive, Rohnert Park, CA 94928		
<b>Arcadia Home Care &amp; Staffing Ω ♦ + ►</b> .....	<b>541-3600</b>	
101 Brookwood Avenue, Suite 204, Santa Rosa, CA 95404		
<b>At Home Caregivers +</b> .....	<b>575-4663</b>	
1405 Mariner Place, , Rohnert Park, CA 94928		
<b>At Home Nursing ♦ + ►</b> .....	<b>546-8773</b>	
1378A Corporate Center Parkway, Santa Rosa, CA 95407		
<b>At Your Service Home Care +</b> .....	<b>573-1003</b>	
1221 Farmers Lane, Suite A, Santa Rosa, CA 95405		
<b>Fox and Associates, Inc. Wellness Case Management +</b> .....	<b>573-0223</b>	
339 College Avenue, Santa Rosa, CA 95401		
<b>Gentiva Home Health Services ♦ ► Ω</b> .....	<b>545-7114</b>	
1260 North Dutton Avenue, Suite 150, Santa Rosa, CA 95401		
<b>Heart &amp; Soul Homecare +</b> .....		
2528 Sebastopol Road, Santa Rosa, CA 95407		
<b>Hired Hands Inc. Homecare +</b> .....	<b>575-4700</b>	
2901 Cleveland Avenue, Suite 203, Santa Rosa, CA 95403		
<b>Home Care Advantage +</b> .....	<b>523-2218</b>	
1400 Guerneville Road, Suite 10, Santa Rosa, CA 95403		
<b>Home Health Care, Inc. + ►</b> .....	<b>538-0679</b>	
4983 Sonoma Highway, Suite E, Santa Rosa, CA 95409		
<b>Home Instead Senior Care +</b> .....	<b>586-1516</b>	
6050 Commerce Boulevard, #107, Rohnert Park, CA 94928		
<b>HomeWell Senior Care +</b> .....		
755 Baywood Drive, Petaluma, CA 94945		
<b>In-Home Supportive Services, Sonoma County Human Services Department Φ</b> .....	<b>565-5900</b>	
3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403		
• Assistance for low income seniors and people with disabilities, to remain at home		
<b>Kaiser Permanente Home Health Ω ♦ ►</b> .....	<b>566-5488</b>	
Home Health Department, 401 Bicentennial Way, Santa Rosa, CA 95403		
• Also offers hospice services		
<b>Maxim Healthcare Services ► +</b> .....	<b>577-0910</b>	
1260 North Dutton Avenue, Suite 230, Santa Rosa, CA 95401		
<b>Right at Home - Sonoma County +</b> .....	<b>843-5192</b>	
1111 Sonoma Avenue, Suite 324, Santa Rosa, CA 95405		
<b>Senior Resources @ Home +</b> .....		
6637 Oakmont Drive, Suite B, Santa Rosa, CA 95409		
<b>Sequoia Senior Solutions, Inc +</b> .....	<b>763-6600</b>	
1372 North McDowell Blvd., Suite S, Petaluma, CA 94954		
6572 Oakmont Dr., Ste. E, Santa Rosa, CA 95409 .....		539-0500
<b>Sonoma Valley Hospital Home Care Program Ω ♦ ►</b> .....	<b>935-5135</b>	
1151 Broadway, Suite 101, Sonoma, CA 95476		

<b>St. Joseph Home Care Network</b> Ω ♦ ► .....	<b>206-9124</b>
170 Professional Center Drive, Suite B, Rohnert Park, CA 94928	
<b>Sutter Care at Home</b> Ω ♦ ► .....	<b>535-5600 and Hospice 535-5700</b>
110 Stony Point Road, Suite 200 A, Santa Rosa, CA 95401	
<b>Visiting Angels Senior Home Care and Respite</b> + .....	<b>528-0222</b>
1120 Montgomery Drive, Santa Rosa, CA 95405	
<b>WeCare Home Assistants: North Bay</b> + .....	<b>843-3838</b>
6528 Oakmont Drive, Santa Rosa, CA 95409	

## HOME CARE REGISTRIES

The following are home care agencies that maintain registries of caregivers who are independent contractors and who have been interviewed and screened. The client is responsible for selecting, interviewing, hiring and managing such persons as their employee. The booklet Hiring an In-Home Caregiver Guide is available from the Sonoma County Area Agency on Aging, 565-5950 or visit [www.socoaaa.org](http://www.socoaaa.org) under publications tab to download a copy.

<b>Care Connection</b> + .....	<b>823-2555 or 539-5305</b>
P.O. Box 7142, Santa Rosa, CA 95407	
<b>From the Heart Home Care</b> + .....	<b>528-4663</b>
131A Stony Circle, Suite 425, Santa Rosa, CA 95401	
<b>Live-Ins for Seniors</b> + .....	<b>544-3624</b>
1023 Fourth Street, Suite E, Santa Rosa, CA 95404	
<b>McCoy's Helping Hands</b> + .....	<b>287-3908</b>
P.O. Box 465, Sonoma, CA 95476	
<b>Sonoma County IHSS Public Authority</b> .....	<b>565-5700</b>
3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403	
• Mailing address: PO Box 1549, Santa Rosa, CA 95402	
• Registry and referral service for IHSS consumers and providers	

## HOSPICE

Programs that provide a full range of medical and supportive services for terminally ill people in their final stages of illness and for their families. Most programs also offer grief and loss support groups. Services listed below are for home-based hospice care.

<b>Heartland Hospice Services</b> .....	<b>523-0111</b>
2455 Bennett Valley Road, Suite B214, Santa Rosa, CA 95404	
<b>Hospice By The Bay - Sonoma County</b> .....	<b>935-7504</b>
190 West Napa Street, Sonoma, CA 95476	
<b>Hospice of Petaluma</b> .....	<b>778-6242</b>
416 Payran Street, Petaluma, CA 94952	
<b>Memorial Hospice</b> .....	<b>568-1094</b>
439 College Avenue, Santa Rosa, CA 95401	
<b>North County Hospice</b> .....	<b>431-1135</b>
205 East Street, Healdsburg, CA 95448	

<b>Redwood Coast Medical Services; Shamli Volunteer Hospice and Respite .....</b>	<b>884-4005</b>
46900 Ocean Drive, Gualala, CA 95445	
• Mailing Address: PO Box 1100 Gualala, CA 95445	
<b>Sutter Care At Home (Hospice) .....</b>	<b>535-5700</b>
110 Stony Point Road, Suite 200 A, Santa Rosa, CA 95401	

## HOUSING

Programs that seek to meet the shelter needs of the community by providing home improvement programs, housing location assistance, housing-related financial assistance, and housing alternatives.

### Emergency Housing

See p. 6, "Emergency Services"

### General Housing Resources

<b>Burbank Housing Development Corporation .....</b>	<b>526-9782</b>
790 Sonoma Avenue, Santa Rosa, CA 95404	
• Various housing developments with rentals	
<b>Catholic Charities .....</b>	<b>528-8712</b>
• Housing counseling and foreclosure counseling	
<b>Community Action Partnership of Sonoma County .....</b>	<b>544-6911</b>
1300 North Dutton Avenue, Santa Rosa, CA 95401	
<b>Disability Services and Legal Center (DSLC) .....</b>	<b>528-2745 or (800) 528-7703</b>
521 Mendocino Avenue, Santa Rosa, CA 95401	
TTY 528-2151	
• Assistive Technology Network for a wide range of assistive technology and services	
<b>Petaluma Ecumenical Properties (PEP) .....</b>	<b>762-2336</b>
• Non-profit organization structured to maintain affordable housing in perpetuity	
• Various housing developments	
<b>Petaluma People Services Center, Close the Gap Grant Program .....</b>	<b>765-8488</b>
<b>Santa Rosa Economic Development and Housing Department .....</b>	<b>543-3300</b>
90 Santa Rosa Avenue, Santa Rosa, CA 95404	
• Section Eight Program (rental assistance) for seniors, low income, and disabled	
<b>Sonoma County Community Development Commission and Housing Authority .....</b>	<b>565-7500</b>
1440 Guerneville Road, Santa Rosa, CA 95403	
• Section Eight Program (rental assistance) for seniors, low income and disabled	
• Housing rehabilitation available	

### Housing Repairs

<b>Economic Development and Housing Department .....</b>	<b>543-3300</b>
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#### Rebuilding Together

- Provides home repair services and home safety modification at no cost to low-income homeowners

Petaluma .....	<b>765-3944</b>
Rohnert Park .....	<b>792-2650</b>
Santa Rosa .....	<b>548-4779</b>
Sebastopol (Sebastopol Senior Center will forward messages) .....	<b>829-2440</b>



<b>Sonoma County Community Development Commission and Housing Authority .....</b>	<b>565-7500</b>
<ul style="list-style-type: none"> <li>• Rental Rehabilitation Program (call for eligibility criteria)</li> <li>• Home Rehabilitation Program (call for eligibility criteria)</li> </ul>	
<b>USDA, Rural Development .....</b>	<b>526-6797</b>

## Utilities

<b>California Telephone Access Program .....</b>	<b>(800) 806-1191</b>
<ul style="list-style-type: none"> <li>• Specialized telephone equipment for individuals with disabilities</li> </ul>	<b>TTY (800) 806-4474</b>
<b>H.E.A.P. Home Energy Assistance Program, Department of Community Services .....</b>	<b>(866) 675-6623</b>
<ul style="list-style-type: none"> <li>• Call for referrals</li> </ul>	<b>TTY (916) 327-6318</b>
<b>North Coast Energy H.E.A.P. Home Energy Assistance Program .....</b>	<b>(800)233-4480</b>
<ul style="list-style-type: none"> <li>• Assistance once every two years with utility bill for low-income households</li> </ul>	
<b>Pacific Gas &amp; Electric California Alternative Rates for Energy .....</b>	<b>(800) 743-5000</b>
<ul style="list-style-type: none"> <li>• Monthly discounts for income-eligible customers (CARE)</li> <li>• Rate discounts for low or medium income families (FERA)</li> </ul>	
<b>Pacific Gas &amp; Electric Smarter Energy Line .....</b>	<b>(800) 933-9555</b>
<ul style="list-style-type: none"> <li>• Medical needs-based utility discounts, weatherization, rebates and refrigerator trade-ins</li> <li>• Programs available to owners and renters; call for current programs</li> </ul>	
<b>Salvation Army REACH Program .....</b>	<b>542-0998 or (800) 933-9677</b>
Salvation Army Office, 93 Stony Circle, Door C, Santa Rosa, CA 95401	
<ul style="list-style-type: none"> <li>• Assistance with REACH (PG&amp;E) for low-income seniors; does not pay any other utilities; Monday - Thursday, 1:00pm to 3:00pm One-time payment per 18 months</li> <li>• Please call prior to coming to ensure bringing required information</li> </ul>	

## HOUSING ALTERNATIVES FOR SENIORS

### Housing Information

<b>Community &amp; Family Service Agency- Russian River Senior Resource Center .....</b>	<b>869-0618</b>
<b>Council on Aging of Sonoma County .....</b>	<b>525-0143</b>
<b>Petaluma People Services Center: Homelessness Prevention Program .....</b>	<b>765-8488</b>
<ul style="list-style-type: none"> <li>• One-time rental assistance for Petaluma and Penngrove</li> </ul>	
<b>Petaluma People Services Center: Tenant/Landlord Education Mediation .....</b>	<b>765-8488</b>
1500 Petaluma Blvd. South, Petaluma, CA 94952	
<b>Rohnert Park Senior Center .....</b>	<b>585-6780</b>
<b>Sonoma County Area Agency on Aging .....</b>	<b>565-5950</b>
<b>Sonoma County Community Development Commission and Housing Authority .....</b>	<b>565-7500</b>
<b>Sonoma County Fair Housing .....</b>	<b>765-8488</b>
<b>Tenants Together .....</b>	<b>888-495-8020</b>
995 Market Street, Suite 1202, San Francisco, CA 94103	
<ul style="list-style-type: none"> <li>• Tenants Together is a statewide renters' rights organization devoted to defending and advancing the rights of California tenants</li> </ul>	
<b>Vintage House Senior Center .....</b>	<b>996-0311</b>



## Mobile Home Parks

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- Santa Rosa Manufactured-Home Owners' Association, Inc.**..... 527-8433
- Information pertaining to manufactured-homes in Santa Rosa
- Sonoma County Mobilehome Owners' Association, Inc.** ..... 584-7222
- Support group, information on owners' rights, and other issues pertaining to mobile home community

## Other Long Term Care Information and Assistance

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- California Social Services Department Community Care Licensing Division**..... 588-5026  
101 Golf Course Drive, Suite A-230, MS: 29-11, Rohnert Park, CA 94928
- Senior Advocacy Services: Health Insurance Counseling and Advocacy Program (HICAP)** ..... (800) 434-0222
- Provides counseling assistance and review of long-term care insurance policies
- Senior Advocacy Services: Long Term Care Information and Assistance** ..... 526-4108  
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94945
- Senior Advocacy Services: Ombudsman Program**..... 526-4108  
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94954
- Assistance with concerns and complaints regarding skilled nursing facilities and residential care facilities

## Placement Services

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- ElderHelp Placements & Referrals**  
**(Formerly: Healthcare Management Placement and Referrals)** ..... 542-7606
- Specializes in quality placements in Assisted Living & Residential Care facilities
- Placement Options** ..... 570-0257  
131 A Stony Circle, Suite 500, Santa Rosa, CA 95401
- Personal, professional placement assistance in locating the right residential or assisted living environment
- Senior Advocacy Services: Ombudsman Program**..... 526-4108  
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94954
- Provides counseling on residential care options
- Senior Placement Services** ..... 292-9998  
68 Sunrise Mtn Rd, Cazadero, CA 95421
- Matching seniors with the very best living situation at no cost to the client
- Tweeten Eldercare Advisors** ..... 570-2589
- Provide personalized placement and referral assistance to help seniors navigate the transition to assisted care.

## Retirement and Life Care Communities and Homes

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See Telephone Yellow Page listing. See “2009 Sonoma County Senior Housing Guide” available from Sonoma County Area Agency on Aging, 565-5950 or at [www.socooaa.org](http://www.socooaa.org) under publications tab.

- ElderHelp Placements & Referrals**  
**(Formerly: Healthcare Management Placement & Referrals)**..... 542-7606
- Specializes in quality placements in Assisted Living & Residential Care facilities

<b>Senior Advocacy Services: Ombudsman Program.....</b>	<b>526-4108</b>
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94954	
• Assistance with concerns and complaints regarding skilled nursing facilities	

## **INFORMATION AND ASSISTANCE**

Programs whose primary purpose is to maintain information about human service resources in the community and to link people who need assistance with appropriate service providers.

<b>2-1-1: Information and Referral .....</b>	<b>Dial 2-1-1</b>
• Connects people quickly and effectively to community, health, transportation, and after disaster services through a free, 24/7 confidential phone line and searchable online database	
<b>Born To Age, Senior Care Directory .....</b>	<b>226-7127</b>
PO Box 6863, Napa, CA 94581	
<b>Catholic Charities: Information and Assistance.....</b>	<b>528-8712</b>
PO Box 4900, Santa Rosa, CA 95402	
<b>Community &amp; Family Service Agency-Senior Resource Center .....</b>	<b>869-0618</b>
15010 Armstrong Woods Road, Guerneville, CA 95446	
<b>Council on Aging of Sonoma County: Information &amp; Referral.....</b>	<b>(800) 675-0143</b>
30 Kawana Springs Road, Santa Rosa, CA 95404	
<b>Easter Seals Bay Area, Inc. ....</b>	<b>584-1443</b>
1950 Parallel Dr., Lakeport, CA 95453	
<b>Eldercare Locator.....</b>	<b>(800) 677-1116</b>
• For information about services in other locations throughout the United States	
<b>Family Justice Center Sonoma County.....</b>	<b>565-8255</b>
2755 Mendocino Avenue, Suite 100, Santa Rosa, CA 95403	
• Provides comprehensive elder abuse wraparound services, multi-disciplinary services, individualized case review, and long-term sensitive client support	
• Advocacy and assistance with connection to direct services: housing, food, in-home support services, victims compensation funds, counseling, and caregiver needs	
• Community outreach and education on recognizing the signs and effects of elder abuse	
<b>Human Services Department, County of Sonoma .....</b>	<b>565-2108 or (800) 325-9604</b>
2550 Paulin Drive, Santa Rosa, CA 95403	
<b>Library Branches, Sonoma County: (Information Only).....</b>	<b>545-0831</b>
<b>Central Library.....</b>	<b>TTY 575-1206</b>
Third and E Streets, Santa Rosa, CA 95404	
<b>Cloverdale.....</b>	<b>894-5271</b>
401 North Cloverdale Boulevard, Cloverdale, CA 95425	
<b>Forestville .....</b>	<b>887-7654</b>
7050 Covey Road (El Molino High School), Forestville, CA 95436	
<b>Guerneville.....</b>	<b>869-9004</b>
14107 Armstrong Woods Road, Guerneville, CA 95446	
<b>Healdsburg .....</b>	<b>433-3772</b>
139 Piper Street, Healdsburg, CA 95448	
<b>Northwest Santa Rosa.....</b>	<b>546-2265</b>
150 Coddington Center, Santa Rosa, CA 95401	

<b>Occidental</b> .....	<b>874-3080</b>
73 Main Street, PO Box 703, Occidental, CA 95465	
<b>Petaluma</b> .....	<b>763-9801</b>
100 Fairgrounds Drive, Petaluma, CA 94952	
<b>Rincon Valley</b> .....	<b>537-0162</b>
6959 Montecito Boulevard, Santa Rosa, CA 95409	<b>TTY 537-0289</b>
<b>Rohnert Park/Cotati</b> .....	<b>584-9121</b>
6250 Lynne Conde Way, Rohnert Park, CA 94928	<b>TTY 585-2847</b>
<b>Sebastopol</b> .....	<b>823-7691</b>
7140 Bodega Avenue, Sebastopol, CA 95472	
<b>Sonoma Regional Library</b> .....	<b>996-5217</b>
755 West Napa Street, Sonoma, CA 95476	
<b>Windsor Library (Next to Town Hall)</b> .....	<b>838-1020</b>
9291 Old Redwood Highway, Windsor, CA 95492	<b>TTY 838-1166</b>
<b>Petaluma People Services Center; Senior Services Program</b> .....	<b>765-8488</b>
1500 Petaluma Boulevard South, Suite A, Petaluma, CA 94952	
<b>Seniors At Home, a division of Jewish Family &amp; Children's Services</b> .....	<b>303-1510</b>
1360 North Dutton Avenue, Suite C, Santa Rosa, CA 94501	
<b>Sonoma Kinship Family Center</b> .....	<b>569-0877</b>
411 King Street, Santa Rosa, CA 95404	
<ul style="list-style-type: none"> <li>• Offers a wide spectrum of services to kinship care providers and the children they are raising</li> </ul>	
<b>Spectrum Center for Lesbian, Gay, Bisexual and Transgender Concerns</b> .....	<b>(415) 472-1945</b>
30 North San Pedro Road, Suite 160, San Rafael, CA 94903	
<ul style="list-style-type: none"> <li>• Programs for older men and women and intergenerational programs held in North Bay Area</li> <li>• Information, referral outreach services and discussion groups in Sonoma County</li> </ul>	

## ***INSURANCE ASSISTANCE OR COMPLAINTS***

<b>California Department of Insurance Consumer Hotline</b> .....	<b>(800) 927-4357</b>
300 South Spring Street, South Tower, Los Angeles, CA 90013	<b>TTY (800) 482-4833</b>
<ul style="list-style-type: none"> <li>• Consumer information and complaints only</li> </ul>	
<b>Insurance Information Institute</b> .....	<b>(800) 331-9146</b>
<ul style="list-style-type: none"> <li>• Information for homeowners, auto and life insurance</li> </ul>	
<b>Medicare Fraud and Abuse Hotline</b> .....	<b>(800) 447-8477</b>
<b>Senior Advocacy Services: Health Insurance Counseling and Advocacy Program (HICAP)</b> .....	<b>526-4108 or (800) 434-0222</b>
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94954	
<ul style="list-style-type: none"> <li>• Health Insurance Counseling and Advocacy Program (HICAP) Call for an appointment</li> <li>• Provides counseling on Medicare. Explains how Medicare works with other insurances such as Medicare supplemental policies, HMO's and long-term insurance policies</li> </ul>	

## **LAW ENFORCEMENT AGENCIES**

Agencies that are part of city, county, state, or federal government that are responsible for preserving peace in the community, protecting life and property, preventing and detecting crime (including targeted types of crime), and apprehending suspects.

### **City Police Crime Prevention Programs**

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<b>Cloverdale Police .....</b>	<b>894-2150</b>
<b>Cotati Police.....</b>	<b>792-4611</b>
<b>Healdsburg Police .....</b>	<b>431-3377</b>
<b>Petaluma Police.....</b>	<b>778-4372</b>
<b>Rohnert Park Police &amp; Fire .....</b>	<b>584-2600</b>
<b>Santa Rosa City Police, Crime Prevention, Community Outreach .....</b>	<b>543-3653</b>
<b>Sebastopol Police .....</b>	<b>829-4400</b>
<b>Sheriff's Department .....</b>	<b>565-2650</b>
<b>Sonoma Police.....</b>	<b>996-3602</b>
<b>Windsor Police.....</b>	<b>838-1234</b>

### **Crime Prevention**

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<b>Sonoma County Sheriff's Office .....</b>	<b>565-2650</b>
<ul style="list-style-type: none"><li>• Programs include "Neighborhood Watch" and a program for the elderly concerning their unique crime-related problems</li></ul>	
<b>Sheriff's Department, Guerneville Substation .....</b>	<b>(707) 869-0202</b>

### **Protective Services**

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<b>Adult Protective Services (APS),</b>	
<b>Sonoma County Human Services Department.....</b>	<b>565-5940 or (800) 667-0404</b>
<ul style="list-style-type: none"><li>• Investigation of abuse and neglect of elder or dependent adults living in the community</li><li>• 24-hour response for reports of abuse and neglect</li></ul>	
<b>Senior Advocacy Services: Ombudsman Program.....</b>	<b>526-4108</b>
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94954	
<ul style="list-style-type: none"><li>• Investigates reports of suspected elder abuse for older and dependent adults living in residential care, assisted living facilities and nursing homes</li></ul>	

### **Temporary Restraining Orders and Information**

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<b>Superior Court of California: County of Sonoma: Restraining Orders .....</b>	<b>521-6630</b>
3055 Cleveland Avenue, Santa Rosa, CA 95403	

## Victim Assistance

- Family Justice Center Sonoma County**..... 565-8255  
 2755 Mendocino Avenue, Suite 100, Santa Rosa, CA 95403
- Provides comprehensive elder abuse wraparound services, multi-disciplinary services, individualized case review, and long-term sensitive client support; advocacy; restraining orders
  - Advocacy and assistance with connection to direct services: housing, food, in-home support services, victims compensation funds, counseling, and caregiver needs
  - Community outreach and education on recognizing the signs and effects of elder abuse
- Sonoma County Victim Assistance Center**..... 565-8250  
 600 Administration Drive, Room 212 - J, Santa Rosa, CA 95403
- Provides advocacy and referrals to crime victims throughout and beyond the criminal justice process
  - Assists victims in identifying and applying for reimbursement programs to include CalVCP and restitution; no legal advice

## LEGAL ASSISTANCE

Programs that protect the rights of individuals or groups by offering legal advice to those involved in civil, criminal, or administrative actions or to those who have been denied services or other benefits to which they are entitled by law. See “Consumer Information and Complaints”

- California Rural Legal Assistance, Inc.** .....528-9941  
 1260 North Dutton Avenue, Suite 160, Santa Rosa, CA 95405
- General housing, employment, public benefits and education assistance for low-income persons
- Catholic Charities: Immigration & Citizenship Services**..... 578-6000
- Accredited staff by U.S. Board of Immigration Appeals (BIA) offer authorized assistance in permanent residency, family reunification and citizenship
  - Cantonese, Spanish, English, other languages with notice
- Council on Aging**..... 525-1146  
 30 Kawana Springs Road, Santa Rosa, CA 95404
- Lawyer Referral Service - Selected panel of attorneys addressing senior issues
  - Senior Legal Services - Conservatorship program, estate planning and assistance with other elder law issues ..... 525-0143
- Disability Services and Legal Center (DSLCL)** ..... 528-2745 or (800) 528-7703  
 521 Mendocino Avenue, Santa Rosa, CA 95401 TTY 528-2151
- Assistive Technology Network for a wide range of assistive technology and services
- Empire College, School of Law, Community Elder Law Clinic, Leave message for Community Elder Law Clinic**..... 736-6150
- 1050 Third Street, Santa Rosa, CA 95401 (Silvercrest) ..... 544-6766
  - Free advice on all legal topics, no appointment necessary, Thursday 4:00pm to 5:30pm
- Fair Housing of Sonoma County** ..... 765-8488  
 1500 Petaluma Blvd. South, Petaluma, CA 94952
- Fair Housing of Sonoma County (FHOSC) provides information and referral services to Sonoma County residents concerning landlord-tenant and fair housing law and practices

<b>Family Justice Center Sonoma County</b> .....	<b>565-8255</b>
2755 Mendocino Avenue, Suite 100, Santa Rosa, CA 95403	
<ul style="list-style-type: none"> <li>• Provides comprehensive elder abuse wraparound services, multi-disciplinary services, individualized case review, and long-term sensitive client support</li> <li>• Council on Aging Elder Advocate</li> <li>• Restraining orders</li> <li>• Advocacy and assistance with connection to direct services: housing, food, in-home support services, victims compensation funds, counseling, and caregiver needs</li> <li>• Community outreach and education on recognizing the signs and effects of elder abuse</li> </ul>	
<b>Legal Services of Northern California</b> .....	<b>(800) 222-1753</b>
<ul style="list-style-type: none"> <li>• Senior (60+) legal hotline, free telephone consultation</li> </ul>	
<b>Petaluma People Services Center</b> .....	<b>765-8488</b>
1500 Petaluma Boulevard South, Suite A, Petaluma, CA 94952	
<ul style="list-style-type: none"> <li>• Fair Housing Petaluma</li> <li>• Problem or question that relates to rental housing practices such as evictions, notices to vacate, rent increases or housing discrimination in the City of Petaluma</li> </ul>	
<b>RECOURSE Mediation Service</b> .....	<b>525-8545</b>
520 Mendocino Avenue, Suite 240, Santa Rosa, CA 95401	
<ul style="list-style-type: none"> <li>• Information and mediation, landlord-tenant, family and consumer issues, neighbor disputes</li> <li>• No legal services provided</li> </ul>	
<b>Sonoma County Bar Association</b> .....	<b>542-1190</b>
37 Old Courthouse Square, Suite 100, Santa Rosa, CA 95404	
<b>Sonoma County Fair Housing</b> .....	<b>765-8488</b>
1500 Petaluma Boulevard South, Petaluma, CA 94952	
<b>Sonoma County Lawyer Referral Service</b> .....	<b>546-5297</b>
37 Old Courthouse Square, Suite 100, Santa Rosa, CA 95404	
<b>Sonoma County Legal Aid</b> .....	<b>542-1290</b>
144 South E Street, Suite 100, Santa Rosa, CA 95404	
<b>Sonoma County Legal Services Foundation</b> .....	<b>546-2924</b>
1212 Fourth Street, Suite I, Santa Rosa, CA 95404	
<ul style="list-style-type: none"> <li>• Self-help workshops, legal services available on sliding scale, resource materials</li> </ul>	
<b>Sonoma County Sheriff's Crime Prevention Office</b> .....	<b>565-7398 or 565-2650</b>
<b>Sonoma County Victim Services Division</b> .....	<b>565-8250</b>
600 Administration Drive, Room 212 - J, Santa Rosa, CA 95403	
<ul style="list-style-type: none"> <li>• Provides orientation and advocacy to victims of crime going through the criminal justice system</li> <li>• Assist victims in applying for reimbursement programs; no legal advice</li> </ul>	
<b>Superior Court of California, County of Sonoma</b> .....	<b>521-6500</b>
Clerk's Office, 600 Administration Drive, Room 108J, Santa Rosa, CA 95406	
<ul style="list-style-type: none"> <li>• Temporary restraining orders and information</li> </ul>	



## LEGISLATIVE REPRESENTATIVES

Legislative and other governmental representatives, representing the interests of Sonoma County.

### Sonoma County Board of Supervisors

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1st District Supervisor Susan Gorin .....	565-2241
2nd District Supervisor David Rabbitt.....	565-2241
3rd District Supervisor Shirlee Zane .....	565-2241
4th District Supervisor Mike McGuire.....	565-2241
5th District Supervisor Efren Carrillo .....	565-2241

### California State Senate

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Senator Noreen Evans (District 2) .....	576-2771
50 D Street, Suite #120A, Santa Rosa, CA 95404	
• Sacramento State Capitol, 1303 10th Street, Sacramento, CA 95814 .....	(916) 651-4002
Senator Lois Wolk (District 3)	
• 1040 Main Street, Ste. 101, Napa, CA 94559 .....	(Vacaville Office): 454-3808

### California State Assembly

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Assemblymember Wesley Chesbro (District 1) Capitol Office .....	(916) 319-2101
• 50 D Street, Suite 450, Santa Rosa, CA 95404 .....	576-2526
Assemblymember Mariko Yamada (District 4) Capitol Office .....	(916) 319-2004
• 4381 Broadway Street, Suite 108, American Canyon, CA 94503 .....	455-8025
Assemblymember Roger Dickinson (District 7) Capitol Office .....	(916) 319-2007
• 915 L Street, Suite 110, Sacramento, CA 95814.....	(916) 324-4676
Assemblymember Marc Levine (District 10) Capitol Office.....	(916) 319-2010
• 50 D Street, Suite 301, Santa Rosa, CA 95404 .....	(415) 479-4920

### California State Governor

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Jerry Brown.....	(916) 445-2841
State Capitol, Suite 1173, Sacramento, CA 95814	

### United States Senate

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Senator Barbara Boxer .....	(202) 224-3553
112 Hart Senate Office Bldg, Washington, DC 20510	TTY (202) 224-4264
• Local Office: 70 Washington Street, Suite 203, Oakland, CA 94607 .....	(510) 286-8537
Senator Dianne Feinstein .....	(202) 224-3841
331 Hart Senate Office Bldg, Washington, DC, 20510	TTY (202) 224-2501
• Local Office: One Post Street, Suite 2450 San Francisco, CA 94104 .....	(415) 393-0707

### United States House of Representatives

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Representative Jared Huffman .....	(202) 225-5161
1630 Longworth House Office Building, Washington, DC 20515	
• Petaluma Office: 206 G Street, Unit #3, Petaluma, CA 94952.....	226-9898



**Representative Mike Thompson** ..... (202) 225-3311  
231 Cannon Office Building, Washington, DC 20515  
• Napa Office: 1040 Main Street, Suite 101, Napa, CA 94559 ..... 226-9898

## United States President

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**Barack Obama** ..... (202) 456-1414  
The White House, 1600 Pennsylvania Avenue, Washington, DC 20500

## MEALS

Programs that provide supplementary nutrition for elderly and/or disabled people; includes hot meals served at congregate dining sites and home-delivered meals.

## Congregate Meals

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### Community & Family Service Agency Senior Dining Sites

**Forestville** ..... 869-0618

- Provides group meals at 12:00 noon, Tuesday
- All seniors 60 years of age and older are welcome, along with their spouses or caregivers under 60

**Guerneville**..... 869-3998

- Provides group meals at 12:00 noon, Wed & Fri
- All seniors 60 years of age and older are welcome, along with their spouses or caregivers under 60

**Occidental**..... 869-0618

- Provides group meals at 12:00 noon, Wednesday
- All seniors 60 years of age and older are welcome, along with their spouses or caregivers under 60.

**Council on Aging Senior Dining Sites**..... 525-0383

**Bethlehem Towers 12 noon, Mon-Fri**

801 Tupper Street, Santa Rosa CA

**Cloverdale - 12:00 noon, Mon - Fri** ..... 894-4826

Cloverdale Multipurpose Senior Center, 311 North Main Street, Cloverdale, CA 95425

**Healdsburg - 12:00 noon, Mon-Fri**..... 433-7515

Healdsburg Senior Center, 133 Matheson Street, Healdsburg, CA 95448

**Healdsburg - Noon, Mon, Tues, Wed**

Healdsburg Senior Social Club, St. Paul's Episcopal Church, 209 Matheson

**Rohnert Park - 11:30 am, Mon-Fri**.....585-6787

Rohnert Park Senior Center, 6800 Hunter Drive, Suite A, Rohnert Park, CA 94928

**Santa Rosa - 12:00 noon, Mon - Fri**

2150 Giffen Street Santa Rosa CA

**Santa Rosa - 11:30 am, Mon - Fri**..... 545-8608

Santa Rosa Senior Center, 704 Bennett Valley Road, Santa Rosa, CA 95404

**Santa Rosa - 12:00 noon, Mon-Fri** .....525-4487

Silvercrest, 1050 Third Street, Santa Rosa, CA 95401

<b>Sebastopol - 12:00 noon, Mon-Fri .....</b>	<b>829-8381</b>
Sebastopol Area Senior Center, 167 North High Street, Sebastopol, CA 95472	
<b>Sonoma - 12:00 noon, Tues, Thurs, &amp; Fri .....</b>	<b>996-1414</b>
Vintage House Senior Center, 264 First Street East, Sonoma, CA 95476	

### **Petaluma People Services: Senior Dining Sites**

<b>Senior Café - 12:00 pm - 2:00 pm, Mon-Fri, Lunch at 1:00 pm.....</b>	<b>765-8488</b>
211 Novak Drive, Petaluma, CA 94954 (Call for reservations)	
<b>Adult Day Site - 12:00 noon, Mon, Wed &amp; Fri (Call for Reservations).....</b>	<b>765-8488</b>
25 Howard Street, Petaluma, CA 94952	

## **Other Senior Dining Sites**

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<b>Sonoma County Indian Health Project Senior Dining Site 12:00-1:00pm, Mon-Fri.....</b>	<b>521-4581</b>
144 Stony Point Road, Santa Rosa, CA 95401	
• Serving Native American Indian Seniors	
<b>St. Vincent de Paul Society .....</b>	<b>528-7580</b>
610 Wilson Street, Santa Rosa, CA 95401	
• Santa Rosa Dining Room, 11:20am-12:30pm, 7 days a week	

## **Home-Delivered Meals (aka Meals on Wheels)**

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<b>Council on Aging, Meals on Wheels of Sonoma County .....</b>	<b>525-0383</b>
30 Kawana Springs Road, Santa Rosa, CA 95404	
• All areas except coast and Petaluma	
<b>Petaluma People Services Center: Meals on Wheels: Petaluma and Penngrove .....</b>	<b>765-8490</b>
• Routes in Petaluma, Penngrove and west to Two Rock.	
<b>Sonoma Meals on Wheels .....</b>	<b>935-9141</b>
• For seniors living in Sonoma Valley who require short-term meal delivery by request of doctor, hospital discharge planner or senior nutrition counselor; call between 8:30am and noon, Monday-Friday	

## **Other Food Distribution**

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<b>Community &amp; Family Service Agency: Emergency Food.....</b>	<b>869-0618</b>
Park - N - Ride Lot, Guerneville, CA 95446	
• Every Tuesday 11:00am (Arrive early, first come first served basis)	
• Food boxes for folks in need. No ID needed.	
<b>Redwood Empire Food Bank .....</b>	<b>523-7900</b>
Brown Bag Program and Emergency Feeding Assistance Program (EFAP)	
• For Brown Bag: Seniors 60 + and fixed low income level	
• For EFAP: All ages with income at 150% of poverty	
• Call for information on community distribution sites	
<b>Redwood Empire Senior Gleaners (volunteer service group) .....</b>	<b>843-7234</b>
3990 Brickway Blvd., Santa Rosa, CA 95403	
<b>Salvation Army .....</b>	<b>542-0998</b>
93 Stony Circle, Door C, Santa Rosa, CA 95401	
• Food pantry Monday-Thursday 10:00am-12:00 noon	
• I.D. and proof of income required for each person who receives food	

## **MEDI-CAL INFORMATION AND INSURANCE**

Medi-Cal can help pay for medical services, doctor visits and hospitalization, prescriptions and long-term care for people with low incomes.

### **Sonoma County Human Services: Benefits Assistance**

MyBenefits CALWIN online resource: [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org) CalWIN Web access to:

1. See if you are Eligible for Benefits
2. Check your Sonoma County Economic Assistance Benefits Status
3. Submit or Continue an Existing Application
4. Submit Quarterly Reporting and Renewals Online

### **Sonoma County Human Services Department: Sonoma County Economic Assistance**

**Service Center: Medi-Cal Program** ..... (877) 699-6868

- Information and applications available and assistance with Medicare premiums and co-pay

**Medicare Automated System** ..... (800) 633-4227

**Senior Advocacy Services** ..... 526-4108 or (800) 434-0222

Health Insurance Counseling and Advocacy Program (HICAP)

- Provides counseling on Medicare; explains how Medicare works with other insurances such as Medicare supplemental policies, HMO's and long-term care insurance policies
- Call for an appointment

## **MEDICATION MANAGEMENT**

Programs that provide medication screening and education for an individual and/or caregiver to prevent incorrect medication and adverse drug reactions.

**St. Joseph Health - Sonoma County: House Calls** ..... 547-4684

1450 Medical Center Drive, Suite 3, Rohnert Park, CA 94928

- Primary Medical care provided by family nurse practitioners to frail and elderly patients who are accepted into the program and who are unable to access health care in the community

## **MENTAL HEALTH SERVICES**

Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help seniors achieve, maintain, and enhance a state of emotional well-being, personal empowerment, and the skills to cope with everyday demands without excessive stress.

### **Community & Family Service Agency**

**Senior Peer Counseling Programs** ..... 545-4551 x209

2255 Challenger Way, Suite 106, Santa Rosa, CA 95407

- Individual peer counseling
- Support groups for men and women

**Council on Aging Senior Peer Supporters** ..... 525-0143 x125

- Conducts home visits to assess client's mental health needs (must meet specific criteria)

- Goodwill Industries, Wellness & Advocacy Center** ..... **565-7800**  
 3400 Chanate Rd., Santa Rosa, CA 95404  
 • Consumer-run program offering wide range of services for adults with psychiatric disabilities
- Lomi Psychotherapy Clinic** ..... **579-0465 x227**  
 534 B Street, Santa Rosa, CA 95401  
 • Accepts Medicare payments and also offers a sliding scale
- NAMI Sonoma County** ..... **527-6655**  
 100 E. Street, Suite 214, Santa Rosa, CA 95404  
 • NAMI Sonoma County provides education, support and advocacy for all people affected by mental health challenges and eliminate stigma  
 • NAMI Mailing Address: PO Box 15269, Santa Rosa, CA 95402
- North Bay Suicide Prevention Hotline of Sonoma County** ..... **(855) 587-6373**
- Petaluma People Services Center** ..... **765-8488**  
 1500 Petaluma Boulevard South, Suite A, Petaluma, CA 94952  
 • Counseling services and care management addressing depression; loss of a loved one, problems with adult children drug and alcohol abuse & life transitions issues.  
 Sliding Scale
- Seniors At Home, a division of Jewish Family & Children's Services - Counseling Services** ..... **303-1510**  
 1360 North Dutton Avenue, Suite C, Santa Rosa, CA 95401  
 • Individual and family counseling; bereavement support  
 • Accepts some insurance including Medicare

## **Mental Health Services, County of Sonoma**

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- ACCESS Team, Sonoma County Mental Health** ..... **565-6900 or (800) 870-8786**  
 • Call the ACCESS team to initiate services with Sonoma County Mental Health, Community Mental Health Centers, and the Older Adult Team
- Mental Health Crisis- Psychiatric Emergency Services, County of Sonoma** ..... **576-8181**  
 3322 Chanate Road, Santa Rosa, CA 95404 ..... **(800) 746-8181**  
 • 24-hour crisis services and referrals
- Older Adult Collaborative**  
 Services for depression and suicide prevention throughout the county
- Adult and Aging Services (Countywide: ask for Linkages) ..... 565-5900
  - Community & Family Service Agency- Russian River Senior Resource Center (Sebastopol to the Coast) ..... 869-0618
  - Council on Aging (Sonoma County excluding Petaluma/Penngrrove, South County area) ..... 525-0143
  - Family Service Agency (Countywide) ..... 545-4551
  - Petaluma People Services (Petaluma/Penngrrove, South County) ..... 765-8488
  - Seniors at Home, a division of Jewish Family & Children's Services (Santa Rosa, Windsor to Rohnert Park, and Sebastopol) ..... 571-8533

## **Outpatient or Partial Hospitalization Programs**

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- Santa Rosa Memorial Hospital, Outpatient Behavioral Health Services** ..... **547-5450**  
 405 West College Avenue, Suite F, Santa Rosa, CA 95401

## **PET AND ANIMAL ASSISTANCE PROGRAMS**

<b>Forgotten Felines of Sonoma County .....</b>	<b>576-7999</b>
1814 Empire Industrial Court, Santa Rosa, CA 95403	
• Cats/kittens available for adoption	
<b>Sonoma Humane Society .....</b>	<b>542-0882</b>
5345 Highway 12 West, Santa Rosa, CA 95407	
• Discounts for seniors on some pet-related services: pet adoptions, pet supplies, dog and puppy training classes and placement of deceased owners pets	
• Low cost spay and neuter clinic for Sonoma County residents, by appointment	
<b>Pets Lifeline Inc., Sonoma .....</b>	<b>996-4577</b>
19686 Eighth Street East, Sonoma, CA 95476	
• Serves Kenwood to Shellville; cares for and places for adoption stray and homeless cats and dogs	
• Spay and neuter program; feral cat program	
• Senior Match-Up Program (fees discounted 50% for adoption of animals 3 + years old)	
<b>Sonoma County Animal Shelter .....</b>	<b>565-7100</b>
1247 Century Court, Santa Rosa, CA 95403	

## **RECREATIONAL ACTIVITIES**

Programs that provide opportunities for people to participate in recreational activities, games or sports. For other activity centers throughout the county see the “Senior Centers” on p. 29

### **Activity Centers**

<b>Filipino American Community of Sonoma County .....</b>	<b>546-2795</b>
3361 Fulton Road, Fulton, CA 95439	
<b>Finley Community Center .....</b>	<b>543-3737</b>
2060 West College Avenue, Santa Rosa, CA 95401	
<b>Jewish Community Center, Friendship Circle .....</b>	<b>528-1182 or 528-1476</b>
1301 Farmers Lane, Suite 103, Santa Rosa, CA 95405	
• Programming primarily for Jewish seniors (55+)	
<b>Petaluma Community Center .....</b>	<b>778-4380</b>
320 North McDowell Blvd, Petaluma, CA 94954	
<b>Sebastopol Community Cultural Center .....</b>	<b>823-1511</b>
390 Morris Street, Sebastopol, CA 95472	
• Mailing Address: PO Box 2028, Sebastopol, CA 95473	
<b>Sonoma Wine Country Senior Games .....</b>	<b>525-0143 x146</b>
• Mailing Address: PO Box 2028, Sebastopol, CA 95473	
<b>Sonoma County YMCA .....</b>	<b>545-9622</b>
1111 College Avenue, Santa Rosa, CA 95404	
• Discounted senior memberships available, senior fitness classes	

## RESPITE SERVICES FOR CAREGIVERS

Provides supervision and care of clients while the usual caregiver takes a short break. See “Home Health Care and In-Home Assistance” and “Home Care Registries” on page 13.

- Catholic Charities Alzheimer’s Respite Center** ..... 528-8712  
987 Airway Court, Santa Rosa, CA 95403
- Council on Aging of Sonoma County: Alzheimer’s Respite Group**..... 525-0143  
30 Kawana Springs Road, Santa Rosa, CA 95404
- Council on Aging of Sonoma County: Sonoma Valley Respite Program** ..... 935-0850  
264 First Street East, Sonoma, CA 95476  
• Provides a brief, but necessary break for the caregivers of Alzheimer’s patients
- Petaluma People Services Center; Adult Day & Respite Program** ..... 765-8490  
1500A Petaluma Blvd. S, Petaluma, CA 94952  
• Monday, Wednesday & Friday
- Redwood Caregiver Resource Center**..... 542-0282 or (800) 834-1636  
• Limited respite, sliding scale with co-pay, serves caregivers of brain-impaired adults (impairment after age 18) and frail elderly
- Redwood Coast Medical Services Respite** ..... 884-4005  
46900 Ocean Drive, Gualala, CA 95445  
• Mailing Address: PO Box 1100 Gualala, CA 95445

## SENIOR ADVOCACY GROUPS

Organizations whose members have joined together on a voluntary basis to support the passage and enforcement of laws and other social measures that protect and promote the rights and interests of the older adults in the community.

- AARP** ..... (866) 448-3614
- Alzheimer’s Association** ..... 573-1210  
1211 North Dutton Avenue, Suite A, Santa Rosa, CA 95401  
• Advocates for people with Alzheimer’s and other related dementia and their families
- California Commission on Aging** ..... (916) 419-7591  
1300 National Drive, Suite 173, Sacramento, CA 95834
- California Senior Legislature (CSL)** ..... (916) 552-8056  
1020 North Street, Room 513, Sacramento, CA 95814  
• Senior representatives take local issues to state legislative forum. They also provide information on legislation and issues in the state legislature
- Community Network for Appropriate Technologies:**
- Community Network Journey Project** ..... 539-2364  
55 A Ridgway Avenue, Santa Rosa, CA 95403
- Council on Aging**..... 525-0143  
30 Kawana Springs Road, Santa Rosa, CA 95404  
• Advocacy and public education
- Petaluma People Services Center** ..... 765-8490  
25 Howard Street, Petaluma, CA 94952



<b>Senior Advocacy Services: Ombudsman Program</b> .....	<b>526-4108</b>
1304 Southpoint Blvd., Ste. 280, Petaluma, CA 94954	
• Confidential investigation of problems and complaints on behalf of residents of long-term care facilities; counseling and information regarding placement	
<b>Sonoma County Area Agency on Aging</b> .....	<b>565-5950</b>
3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403	
• Responsible for planning, funding and coordination of senior services in Sonoma County	
• Advisory Council advises County Board of Supervisors on senior issues	
<b>Sonoma County Section on Aging</b>	
Sonoma County Area Agency on Aging, PO Box 5725, Santa Rosa, CA 95402	
• Exchange of information among service providers	
• Meets third Wednesday of the month; call for location	
<b>Spectrum Center for Lesbian, Gay, Bisexual and Transgender Concerns</b> .....	<b>(415) 472-1945</b>
30 North San Pedro Road, Suite 160, San Rafael, CA 94903	

## ***SENIOR CENTERS***

Multipurpose centers that serve as a focal point for older adults in the community and which offer, at a single location, a wide variety of services, programs, and activities that are needed and are of interest to seniors. Most senior centers have newsletters.

<b>Cloverdale Senior Multi-Purpose Center</b> .....	<b>894-4826</b>
311 North Main Street, PO Box 663, Cloverdale, CA 95425	
<b>Healdsburg Senior Center</b> .....	<b>431-3324</b>
133 Matheson Street, Healdsburg, CA 95448	
<b>Person Senior Wing at the Finley Center Complex</b> .....	<b>543-3745</b>
2060 West College Ave, Santa Rosa, CA 95401	
<b>Petaluma Senior Center</b> .....	<b>778-4399</b>
211 Novak Drive, Petaluma, CA 94954	
<b>Rohnert Park Senior Recreation Center</b> .....	<b>585-6780</b>
6800 Hunter Drive, Suite A, Rohnert Park, CA 94928	
<b>Russian River Senior Resource Center</b> .....	<b>869-0618</b>
15010 Armstrong Woods Road, Guerneville, CA 95446	
<b>Santa Rosa Multi-Purpose Senior Center</b> .....	<b>545-8608</b>
704 Bennett Valley Road, Santa Rosa, CA 95404	
<b>Sebastopol Area Senior Center</b> .....	<b>829-2440</b>
167 North High Street, Sebastopol, CA 95472	
<b>Sonoma County Indian Health Project: Senior Center</b> .....	<b>521-4581</b>
144 Stony Point Road, Santa Rosa, CA 95401	
<b>Vintage House Senior Center</b> .....	<b>996-0311</b>
264 First Street East, Sonoma, CA 95476	
<b>Windsor Senior Center</b> .....	<b>838-1250</b>
9231 Foxwood Drive, PO Box 100, Windsor, CA 95492	



## SOCIAL SECURITY

**Social Security Administration** .....(800) 772-1213 or (877) 870-6384  
Santa Rosa: 2099 Range Avenue, Building A, Santa Rosa, CA 95401 TTY 544-2583

- Supplemental Security Income (SSI) for aging, blind and disabled
- Medicare Correspondence: ..... (800) 633-4227
- **General written correspondence (NO Claims): Centers for Medicare & Medicaid Services 7500 Security Blvd, Baltimore, MD 21244-1850.**

## SUPPORT GROUPS AND COUNSELING

Autonomous groups of individuals who share a common problem or concern and who meet together on a voluntary basis for mutual support. Also listed are programs that offer counseling services in addition to support groups.

### Age-Related Counseling

**Community & Family Service Agency: Senior Peer Counseling Program** ..... 545-4551 x209  
2255 Challenger Way, Suite 106, Santa Rosa, CA 95407

- The Senior Peer Counseling Program offers support groups and individual peer counseling to individuals age 55+ who are struggling with issues of aging

**Petaluma People Services Center; Caregivers Express Support Group** ..... 765-8490  
25 Howard Street, Petaluma, CA 94952

**Senior Advocacy Services; Ombudsman Program**..... 526-4108

- Counseling for long-term care placement

**Sonoma County Department of Health Services**..... 565-6900  
3322 Chanate Road, Santa Rosa, CA 95404

- Call ACCESS Team to initiate services
- Older Adults Program

### Alcohol and Drug-Related Counseling and Support

**Al-Anon and Al-Ateen**..... 575-6760

- Information about meetings and referral numbers for counselors

**Alcoholics Anonymous (AA)** ..... 544-1300

- 24-hour help line

**Alcoholics Anonymous (AA) Bookstore, Sonoma County Central Office** ..... 546-2066

- For information and/or schedule of meetings

**Drug Abuse Alternatives Center (DAAC)**..... 544-3295

- Outpatient and residential treatment; family and friends support groups

**Sonoma County Department of Health Services; Alcohol and Other Drug Services, Orenda Center** ..... 565-7450  
1430 Neotomas Avenue, Santa Rosa, CA 95405

- Residential detox line, 24 hours a day ..... 565-7460

## General Counseling

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- Creative Counseling for Elders and Families, Inc.**..... 239-2310 or 762-5433  
411 East Street, Healdsburg, CA 95448  
• Comprehensive Therapeutic Care Management for seniors and their families
- Community & Family Service Agency: General Counseling**..... 545-4551 x210  
2255 Challenger Way, Suite 106, Santa Rosa, CA 95407  
• For counseling sessions in English ..... 545-4551 x210  
• For counseling sessions in Spanish ..... 545-4551 x230
- Seniors At Home, a division of Jewish Family & Children's Services -  
Counseling Services** ..... 571-8133  
1360 North Dutton Avenue, Suite C, Santa Rosa, CA 95401
- Lomi Psychotherapy Clinic** .....579-0465 x227  
534 B Street, Santa Rosa, CA 95401
- Petaluma People Services Center** ..... 765-8488  
1500 Petaluma Boulevard South, Suite A, Petaluma, CA 94952

## Grief Counseling and Support

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- Community & Family Service Agency: Support Groups for Men and Women**..... 545-4551 x209  
2255 Challenger Way, Suite 106, Santa Rosa, CA 95407
- Seniors At Home, a division of Jewish Family & Children's Services** ..... 571-8133  
1360 North Dutton Avenue, Suite C, Santa Rosa, CA 95401
- Sutter Care At Home: Bereavement & Support Groups** ..... 535-5780  
110 Stony Point Road, Suite 110, Santa Rosa, CA 95401
- The Friendship Line; Service of the Center for Elderly Suicide Prevention and Grief-Related  
Services; 24 hour Friendship Line**.....(800) 971-0016 or (415) 752-3778

## Health-Related Counseling

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- Alzheimer's Association** ..... 573-1210  
1211 North Dutton Avenue, Ste. A, Santa Rosa, CA 95401  
• Support for caregivers and families on Alzheimer's disease and other brain disorders
- Alzheimer's Living, Primrose** ..... 578-8360  
2080 Guerneville Road, Santa Rosa, CA 95403
- American Lung Association of California, Better Breathers Club**..... 527-5864  
• COPD (emphysema and other respiratory ailments)  
• Telephone help line for lung disease ..... (800)-Lung USA or (800) 586-4872
- American Cancer Society: Cancer Support Groups** ..... 545-6728  
• Groups in Santa Rosa, Petaluma, and Healdsburg; call for information  
• Support for chemotherapy patients with breast cancer  
• Kaiser Breast Cancer Support Group (Rose Cook, open to non-members)..... 393-4698  
• Kaiser Cancer Support Group (Bill Roby, all cancer diagnoses)..... 393-3229
- Caregiver Express, Petaluma People Services Center**..... 765-8490
- Catholic Charities; You Are Not Alone Support Group, Santa Rosa** ..... 528-8712 x185

## **Community Network for Appropriate Technologies:**

**Community Network Journey Project** ..... 539-2364

55 A Ridgway Avenue, Santa Rosa, CA 95403

- Advance care planning and palliative (comfort) care

**Neuropsychological Associates** ..... 526-5424

1260 North Dutton Avenue, Suite 225, Santa Rosa, CA 95401

- Neuropsychological evaluations, cognitive rehabilitation, memory clinic, psychopharmacological consultation and counseling services
- Case Management and planning for long term care needs

## **Redwood Caregiver Resource Center**

**Share and Care Support Group of Sonoma County** ..... 542-0282 or (800) 834-1636

**Stroke Club of Sonoma County** ..... 431-7352

## **Medical Condition-Related Community Education and Support**

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**Alzheimer's Association** ..... 573-1210

1211 North Dutton Avenue, Suite A, Santa Rosa, CA 95401

**American Cancer Society: Education and Advocacy** ..... 545-6720 or (800) 227-2345

1451 Guerneville Road, Suite 220, Santa Rosa, CA 95403

**American Heart Association** ..... 542-1992

1400 North Dutton Avenue, Suite 20, Santa Rosa, CA 95401

**American Lung Association of California** ..... 527-5864 or (800) 586-4872

- Sonoma County Asthma Coalition
- Lung health (asthma, TB, lung cancer, COPD)

**Arthritis Foundation, Northern California Chapter** ..... (888) 391-9389 x13 or (415) 356-1230

657 Mission Street, Suite 603, San Francisco, CA 94105

**Carousel Network of Sonoma County** ..... 861-0270

122 Calistoga Road, #216, Santa Rosa, CA 95409

- Information and support for Chronic Fatigue Syndrome, Fibromyalgia, Lyme Disease and co-infections

**Catholic Charities Alzheimer's Respite Center** ..... 528-8712

987 Airway Court, Santa Rosa, CA 95403

**Council on Aging of Sonoma County: Alzheimer's Respite Group** ..... 525-0143

30 Kawana Springs Road, Santa Rosa, CA 95404

**Cystic Fibrosis Foundation, Northern California Chapter** ..... (415) 989-6500

455 Market Street, Suite 640, San Francisco, CA 94105

**Earle Baum Center of the Blind: Support Groups** ..... 523-3222

4539 Occidental Road, Santa Rosa, CA 95401

**Epilepsy Foundation of Northern California** ..... (800) 632-3532 or (415) 677-4011

155 Montgomery Street, Suite 309, San Francisco, CA 94104

**Face-to-Face AIDS Support Program** ..... 544-1581

873 Second Street, Santa Rosa, CA 95404

- Only work with those diagnosed with AIDS or HIV

<b>Huntington's Disease Society of America</b> .....	<b>(916) 927-4400</b>
2860 Gateway Oaks Drive, Suite 300, Sacramento, CA 95833	
• Sonoma County Support group 7:00-8:30pm, 2nd Monday of the month.	
Call for location .....	<b>542-0282</b>
<b>International Essential Tremor Foundation (IETF)</b> .....	<b>539-7836</b>
Sonoma County Family YMCA 1111 College Avenue, Santa Rosa, CA 95404	
• Tremor support group for education and support meets second Saturday 10:00am	
<b>Lupus Foundation of America</b> .....	<b>(877) 225-8787</b>
<b>Macular Degeneration Support Groups, Earle Baum Center of the Blind</b> .....	<b>523-3222</b>
• Call for groups in your area	
<b>Multiple Sclerosis Society, Northern California Chapter</b> .....	<b>(800) 344-4867</b>
1700 Owens, Ste. 190, San Francisco, CA 94158	
<b>Northern California Center for Well-Being</b> .....	<b>575-6043</b>
365 Tesconi Circle, Suite B, Santa Rosa, CA 95401	
• Assists in improving the quality of life and health of our Sonoma County Community through evidence-based preventive services and self-care classes, emphasizing full participation and decisions affecting health	
<b>Ostomy Association of Sonoma County</b> .....	<b>539-0960</b>
<b>Parkinson's Support Group of Petaluma</b> .....	<b>766-8521 or 795-4858</b>
• Support meetings every fourth Friday of the month at Petaluma Senior Center	
• Exercise class other Fridays at Petaluma Senior Center 1:00 - 3:00pm	
<b>Parkinson's Support Group of Sonoma County</b> .....	<b>538-5178</b>
Christ Church United Methodist, 1717 Yulupa Avenue, , Santa Rosa, CA 95404	
• Meetings are held on the first Saturday of each month, except in Aug and Dec , where meetings are the second Saturday	
• No meetings are held in January, July, or September	
• Meetings are from 1-3:15pm	
<b>Petaluma People Services Center; Adult Day &amp; Respite Program</b> .....	<b>765-8490</b>
25 Howard Street, Petaluma, CA 94952	
• Monday, Wednesday & Friday	
<b>Redwood Caregiver Resource Center</b> .....	<b>542-0282 or (800) 834-1636</b>
141 Stony Circle, Suite 200, Santa Rosa, CA 95401	
<b>Sonoma County Area Agency on Aging; A Matter of Balance</b> .....	<b>565-5950</b>
3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403	
• Provides education and fall prevention classes for seniors	
<b>Sonoma County Kidney Crisis Foundation</b> .....	<b>525-4662</b>
PO Box 9002, , Santa Rosa, CA 95405	
•	
<b>Sonoma County YMCA</b> .....	<b>545-9622</b>
1111 College Avenue, Santa Rosa, CA 95404	
• Discounted senior memberships available, senior fitness classes, diabetes prevention program	
<b>Stroke Club of Sonoma County</b> .....	<b>431-7352</b>
<b>United Cerebral Palsy of North Bay</b> .....	<b>766-9990</b>
3835 Cypress Drive, Suite 103, Petaluma, CA 94954	

## Peer Counseling

- Community & Family Service Agency: Senior Peer Counseling Program** ..... 545-4551 x209  
2255 Challenger Way, Suite 106, Santa Rosa, CA 95407
- Senior-run counseling groups including: in-home counseling, men's support groups and women's support groups
- Council on Aging Senior Peer Supporters**..... 525-0143 x125
- Conducts home visits to assess client's mental health needs (must meet specific criteria)

## TELEPHONE ALERT SYSTEMS

Programs operated through the local fire department or other designated agency. The program calls seniors each day at a predetermined time to ensure that they are okay. If no answer, the designated agency provides a follow-up visit.

### Telephone Reassurance Program;

**Home Alone - Catholic Charities "I'm Home Alone" Telephone Program**..... 528-8712 x185

**Windsor Senior Center**..... 838-1250

## TRANSPORTATION

Programs that provide for the basic non-emergency transport needs of the community, including special arrangements for elderly or disabled individuals who do not have personal transportation and cannot utilize public transportation. For up-to-date information see the booklet "Let's Go - A Directory of Transportation Options" which is available from the Sonoma County Area Agency on Aging or visit [www.socooaa.org](http://www.socooaa.org) and choose the Transportation tab to download a copy.

## Fixed Route Public Transportation

- 2-1-1 Information and Referral for Health and Human Services** ..... Dial 2-1-1 or (800) 325-9604
- Information about health and human service needs - transportation, food, clothing, shelter, counseling, financial aid, elder care, child care and Sonoma Access and much more
- 511 SF Bay Area**..... Dial 5-1-1 or (888) 500-4636
- Source for all Bay Area transportation information
- Cloverdale Transit** ..... 894-1743
- Service hours, Monday-Friday, 7:30am-12:00pm, 1:00pm-4:00pm, no holidays
- Golden Gate Transit** ..... 541-2000
- Greyhound Bus Lines** ..... (800) 231-2222
- Healdsburg Transit Dispatch (Healdsburg Senior Center)** ..... 431-3324
- Service hours, Monday-Friday, 8:30am-4:30pm
- Mendocino Transit Authority** ..... (800) 696-4682
- Daily service between Point Arena and Santa Rosa
  - Daily service between Mendocino, Ukiah and Santa Rosa
- Petaluma Transit**..... 778-4460
- Service hours: Monday-Friday 6:20am - 6:45pm; Saturday 7:20am - 5:45pm

<b>Santa Rosa City Bus .....</b>	<b>543-3333</b>
100 Santa Rosa Avenue, Room 6, Santa Rosa, CA 95404	<b>TTY 543-3926</b>
• Santa Rosa, Mon-Fri., 6:00am-8:00pm, Sat. 7:00am-7:00pm, Sun. 10:00am-4:30pm	
• All buses can handle wheelchairs	
• Learn to ride the city bus, classes through the Santa Rosa Senior Center .....	<b>545-8608</b>
<b>Sonoma Access.....</b>	<b>Dial 2-1-1 or (800) 325-9604 or <a href="http://www.sonomaaccess.org">www.sonomaaccess.org</a></b>
• The Sonoma Access website and call center provide a one-stop location for existing transportation resources throughout Sonoma County and the North Bay	
<b>Sonoma County Transit (SCT) .....</b>	<b>576-7433 or (800) 345-7433</b>
• Mobility training for first-time bus riders by appointment only,	<b>TTY 585-9817</b>
Mon-Fri 8:00am-5:00pm.....	<b>585-7516</b>
• Transit Service hours: Mon-Fri, 5:00am-11:00pm, limited weekend routes, 7:20am-9:00pm	

## Paratransit Services

<b>City of Healdsburg, Senior Center, Parks and Recreation Department .....</b>	<b>431-3324</b>
• Dial-a-Ride Program	
<b>Cloverdale Transit .....</b>	<b>894-1743</b>
• Wheelchair (transport only available within Cloverdale City limits)	
<b>MV Transportation: Santa Rosa: Paratransit Services .....</b>	<b>546-2092 option 2</b>
• Wheelchair for rides within city of Santa Rosa; application required	
<b>Petaluma Paratransit Services .....</b>	<b>765-8493</b>
• Paratransit provides transportation to seniors and the disabled	
<b>Volunteer Wheels (Sonoma County Transit service areas) .....</b>	<b>573-3377 or (800) 992-1006</b>
• Vans with wheelchair lift or sedans; applications required	<b>TTY 573-3381</b>

## Other Transportation Services

<b>AM-CARE Non-Emergency Medical Transportation.....</b>	<b>578-1144</b>
• Wheelchair, gurney, oxygen on board, bill insurance, accept cash, check and credit cards	
<b>American Cancer Society: Appointment Transportation.....</b>	<b>545-6728</b>
• Medical appointments for cancer patients	
• (866) 444-7672	
<b>FISH of Sonoma Valley .....</b>	<b>996-0111</b>
• Rides to medical appointments; Sonoma Valley residents only	
<b>Old Adobe Developmental Services .....</b>	<b>763-9807 x22</b>
• Non emergency, non medical transportation for adults and seniors with developmental disabilities	
<b>Pro Transport - 1.....</b>	<b>586-4041</b>
• Ambulance, gurney van, wheelchair medical transportation; Medicare and Medi-Cal provider	
<b>Rohnert Park, Sunshine Bus .....</b>	<b>585-6780</b>
• Van rides by appointment, limited hours and days	



- Sebastopol Area Senior Center - Volunteer Driver Transportation Program**..... 829-2440
- Provide free rides to west county residents 60+ for medical, social services, and shopping needs
  - Services available Monday-Friday; Call 5 business days in advance
- Transport Care** ..... 478-8856
- 3715 Hennessy Place, Santa Rosa, CA 95403
- Wheelchair and gurney transportation. We accept cash, check and credit cards.
- Verihealth Inc.** ..... 766-2400 or (800) 344-9955
- 2190 South McDowell Blvd, Petaluma, CA 94954
- Non-emergency wheelchair transportation
  - PERS system (similar to Lifeline) RoutineMD ..... (888) 910-9955
- Vintage House LIMO (Local Independent Mobility Options) program**.....996-0311
- 264 First Street East, Sonoma, CA 95476
- Provides free rides to seniors 60+ for non-medical appointments, shopping and activities in Sonoma Valley only.
  - Services available Monday-Friday, 9:00 to 5:00. Call 3 business days in advance.
- Wheelcare Express** ..... 573-3055
- Non-Emergency wheelchair transports, Medi-Cal accepted

## VETERANS SERVICES

- Blinded Veterans Association** ..... (800) 669-7079
- 477 H Street NW, Washington, DC 20001
- California Department of Veterans Affairs; Veterans Home** ..... (800) 400-8387
- Admissions: 260 California Drive, Yountville, CA 94599
  - Requirements: Veterans with honorable discharge with active duty, over 62 years of age or disabled, and California residents
- Cal-Vet Farm and Home Loan**..... (800) 952-5626
- Employment Development Department, State of California** ..... 576-2850 or (800) 300-5616
- Employment assistance for veterans
- Northbay Veterans Center** ..... 586-3295
- 200 Montgomery Drive, Suite C, Santa Rosa, CA 95404
- Support groups and readjustment counseling for combat veterans and victims of sexual trauma
  - Veteran employment information, vocational rehabilitation
  - Individual, couples, sexual trauma and group counseling
- Santa Rosa Veterans Administration Outpatient Clinic**..... 569-2300
- 3841 Brickway Boulevard, , Santa Rosa, CA 95403
- Health Services, Mental Health Services, Pharmacy
- Sonoma County Veterans Service Office**..... 565-5960
- 3725 Westwind Boulevard, Suite 101, Santa Rosa, CA 95403
- Enrollment in the VA health care system and California's Veteran homes
  - Burial benefits and education benefits including: GI Bill and Cal Vet tuition fee waivers
  - Disability compensation and non-service connected disability pension (aid and attendance)

<b>United States Department of Veterans Affairs - Regional Office .....</b>	<b>(800) 827-1000</b>
1301 Clay Street, Northern Tower, Oakland, CA 94612	<b>TTY (800) 829-4833</b>
<b>Veterans Resource Centers of America: North Bay Veterans Resource Center .....</b>	<b>578-8387</b>
200 Montgomery Drive, Suite C, Santa Rosa, CA 95404	
• Assists enrolled veterans of all eras with transportation, clothing, tools, fees, tuition, and training costs	

## ***VISITING AND REASSURANCE PROGRAMS***

Programs that help people who are socially isolated due to disability or age.

<b>American Cancer Society .....</b>	<b>545-6720</b>
<b>Catholic Charities Friendly Visitor Program .....</b>	<b>528-8712</b>
<b>Catholic Charities: I'm Home Alone.....</b>	<b>528-8712 x185</b>
<b>Council on Aging of Sonoma County: Friendly Visitor Program.....</b>	<b>525-0143</b>
• Weekly visits to homebound seniors	
<b>Love is the Answer (LITA).....</b>	<b>542-1234</b>
• Visiting program for residents of nursing homes	
<b>Petaluma People Services Center: Friendly Visitor Program .....</b>	<b>765-8490</b>
• Volunteers visit homebound seniors in their homes.	
<b>Senior Center Without Walls .....</b>	<b>(877) 797-7299 or (510) 444-5974</b>
• Free service - offers activities, friendly conversation and an assortment of classes and support groups to adults aged 50 or older who find it difficult to go to a community senior center	
• Call to register and receive schedule of programs	
<b>Seniors At Home, a division of Jewish Family &amp; Children's Services -</b>	
<b>Friendly Visitor Program .....</b>	<b>303-1510</b>
• Program serves people of the Jewish faith and/or recipients of our care management services	

## ***VISUAL IMPAIRMENT SERVICES***

Programs that provide equipment, products and services which enhance the ability of people with visual impairments.

<b>American Foundation for the Blind .....</b>	<b>(800) 232-5463</b>
<b>Braille and Talking Book Library (California State Library System).....</b>	<b>(800) 952-5666</b>
<b>California Council of the Blind .....</b>	<b>(800) 221-6359</b>
<b>California Department of Rehabilitation.....</b>	<b>576-2233</b>
50 D Street, Room 425, Santa Rosa, CA 95404	
• Blind Field Services for adult blind for City of Sonoma and outside Sonoma County	
• Services for City of Santa Rosa and Sonoma County .....	<b>576-2718</b>
<b>Earle Baum Center of the Blind .....</b>	<b>523-3222</b>
4539 Occidental Road, Santa Rosa, CA 95401	
• Community center for people with sight loss: training, social, and recreational opportunities	

- Guide Dogs for the Blind** .....(800) 295-4050 or (415) 499-4000  
PO Box 151200, San Rafael, CA 94915-1200
- Vintage Visions** .....996-0311  
Vintage House Vision Program, 264 First Street East, Sonoma, CA 95476
- Weekly meetings - Tuesday 1:00 to 2:30pm
  - Information and support group facilitated by Earle Baum Center

## ***VOLUNTEER OPPORTUNITIES AND RECRUITMENT***

Programs identify individuals who have chosen to work on a full or part-time basis for little or no remuneration in one of the human service fields. Systematically evaluates skills, talents, and personalities of the recruited volunteers and matches them with human service agencies that need volunteers. In addition to the agencies listed below, many of the other agencies in the "Sonoma County Senior Resource Guide" welcome and utilize volunteers. Contact them directly for volunteer opportunities.

- 2-1-1: Information and Referral** .....(707) 565-2538  
Volunteer Center of Sonoma County 153 Stony Circle, Ste. 100, Santa Rosa, CA 95401
- Volunteers provide information about health and human service needs and search data-base for services in food, clothing, shelter, counseling, financial aid, elder care, child care, etc
- Blood Centers of the Pacific (formerly Blood Bank of the Redwoods)**..... 545-1222  
2324 Bethards Drive, Santa Rosa, CA 95405
- Council on Aging of Sonoma County** .....525-0143x147  
30 Kawana Springs Road, Santa Rosa, CA 95404
- Recruits and trains volunteers for various programs, including senior nutrition, senior social clubs, office support, transportation assistance, special events, etc
- County of Sonoma, Volunteer Program** ..... 565-1702  
575 Administration Drive, Room 116 B, Santa Rosa, CA 95403
- Petaluma People Services Center** ..... 765-8490  
25 Howard Street, Petaluma, CA 94952
- Recruit and train for various senior programs and agency office support
- Rebuilding Together**
- Petaluma** ..... 765-3944
- Rohnert Park** ..... 792-2650
- Santa Rosa** ..... 548-4779
- Sebastopol (Sebastopol Area Senior Center will forward messages)** ..... 829-2440
- Senior Companion Program**.....938-6201  
Sonoma Developmental Center, PO Box 1493, Eldridge, CA 95431
- Stipend provided to eligible volunteers
- Seniors At Home, a division of Jewish Family & Children's Services** .....571-8131  
1360 North Dutton Avenue, Suite C, Santa Rosa, CA 95401
- Recruits and trains for the following programs: volunteer drivers, friendly visitors and office support

<b>Sonoma Developmental Center: Foster Grandparent and Senior Companion Programs</b> .....	<b>938-6201</b>
Sonoma Developmental Center, PO Box 1493, Eldridge, CA 95431	
• Stipend provided to eligible volunteers	
<b>Volunteer Center of Sonoma County</b> .....	<b>573-3399</b>
153 Stony Circle, Suite 100, Santa Rosa, CA 95401	
• Retired and Senior Volunteer Program (RSVP) provides volunteer opportunities in over 100 community agencies for people over fifty-five (55) years of age	

## **GOVERNMENT REPRESENTATIVE WEBSITES**

<b>United States President Barack Obama</b>	
The White House .....	<a href="http://www.whitehouse.gov">www.whitehouse.gov</a>
<b>Governor Jerry Brown</b> .....	<a href="http://www.gov.ca.gov">www.gov.ca.gov</a>
<b>California Assembly Member Roster</b>	
District 2, Wesley Chesbro.....	<a href="http://www.asmdc.org/members/a02/">www.asmdc.org/members/a02/</a>
District 4, Mariko Yamada .....	<a href="http://www.asmdc.org/members/a04/">www.asmdc.org/members/a04/</a>
District 10, Marc Levine.....	<a href="http://www.asmdc.org/members/a10/">www.asmdc.org/members/a10/</a>
<b>California Senator Noreen Evans, District 2</b> .....	<a href="http://sd02.senate.ca.gov">http://sd02.senate.ca.gov</a>
<b>United States Representative Mike Thompson, 5th District</b> .....	<a href="http://www.mikethompson.house.gov">www.mikethompson.house.gov</a>
<b>United States Representative Jared Huffman, 2nd District</b> .....	<a href="http://www.huffman.house.gov">www.huffman.house.gov</a>
<b>United States Senator Barbara Boxer</b> .....	<a href="http://www.boxer.senate.gov">www.boxer.senate.gov</a>
<b>United States Senator Diane Feinstein</b> .....	<a href="http://www.feinstein.senate.gov">www.feinstein.senate.gov</a>
<b>California, State of</b> .....	<a href="http://www.ca.gov">www.ca.gov</a>
<b>Sonoma, County of</b> .....	<a href="http://www.sonoma-county.org">www.sonoma-county.org</a>
<b>Sonoma County Board of Supervisors</b> .....	<a href="http://www.sonoma-county.org/board">www.sonoma-county.org/board</a>
<b>Cloverdale</b> .....	<a href="http://www.cloverdale.net">www.cloverdale.net</a>
<b>Cotati</b> .....	<a href="http://www.ci.cotati.ca.us">www.ci.cotati.ca.us</a>
<b>Petaluma</b> .....	<a href="http://www.cityofpetaluma.net">www.cityofpetaluma.net</a>
<b>Rohnert Park</b> .....	<a href="http://www.ci.rohnert-park.ca.us">www.ci.rohnert-park.ca.us</a>
<b>Santa Rosa</b> .....	<a href="http://www.ci.santa-rosa.ca.us">www.ci.santa-rosa.ca.us</a>
<b>Sebastopol</b> .....	<a href="http://www.ci.sebastopol.ca.us">www.ci.sebastopol.ca.us</a>
<b>Windsor</b> .....	<a href="http://www.ci.windsor.ca.us">www.ci.windsor.ca.us</a>

## **GOVERNMENT AGENCY WEBSITES**

<b>5-1-1 SF Bay Area Transit</b> .....	<a href="http://www.511.org">www.511.org</a>
<b>Adult Protective Services, Sonoma County</b> .....	<a href="http://www.sonoma-county.org/human/aps.htm">www.sonoma-county.org/human/aps.htm</a>
<b>California Commission on Aging</b> .....	<a href="http://www.ccoa.ca.gov">www.ccoa.ca.gov</a>
<b>California Department of Aging</b> .....	<a href="http://www.aging.ca.gov">www.aging.ca.gov</a>
<b>California Department of Consumer Affairs Assistance Office</b> .....	<a href="http://www.dca.ca.gov">www.dca.ca.gov</a>
<b>California Department of Fish and Wildlife</b> .....	<a href="http://www.dfg.ca.gov">www.dfg.ca.gov</a>

California Department of Housing and Community Development ..... [www.hcd.ca.gov](http://www.hcd.ca.gov)  
 California Department of Insurance..... [www.insurance.ca.gov](http://www.insurance.ca.gov)  
 California Telephone Access Program ..... [www.ddtp.org](http://www.ddtp.org)  
 Community Development Commission and Housing Authority ..... [www.sonoma-county.org/cdc](http://www.sonoma-county.org/cdc)  
 Contractors State License Board..... [www.cslb.ca.gov](http://www.cslb.ca.gov)  
 Department of Aging, State of California ..... [www.aging.ca.gov](http://www.aging.ca.gov)  
 Department of Labor, Disabilities Resources ..... [www.dol.gov](http://www.dol.gov)  
 Department of Motor Vehicles, State of California ..... [www.dmv.ca.gov](http://www.dmv.ca.gov)  
 Department of Motor Vehicles Records  
 and Consumer Complaint Section..... [www.dmv.ca.gov/forms/formsinfo.htm](http://www.dmv.ca.gov/forms/formsinfo.htm)  
 Department of Rehabilitation, State of California ..... [www.rehab.cahwnet.gov](http://www.rehab.cahwnet.gov)  
 Economic Development and Housing Department,  
 City of Santa Rosa..... [www.ci.santarosa.ca.us/departments/economicdev](http://www.ci.santarosa.ca.us/departments/economicdev)  
 Eldercare Locator..... [www.eldercare.gov](http://www.eldercare.gov)  
 Employment Development Department, State of California ..... [www.edd.ca.gov](http://www.edd.ca.gov)  
 Federal Equal Employment Opportunity Commission ..... [www.eeoc.gov](http://www.eeoc.gov)  
 Federal Trade Commission Protecting America's Consumers ..... [www.ftc.gov](http://www.ftc.gov)  
 Golden Gate Transit System and Ferry Information ..... [www.goldengatetransit.org](http://www.goldengatetransit.org)  
 Low-Income Home Energy Assistance Program (LIHEAP) .....  
 ..... [www.liheapca.gov/services/help-paying-utility-bills.aspx](http://www.liheapca.gov/services/help-paying-utility-bills.aspx)  
 Medical Board of California, Department of Consumer Affairs ..... [www.medbd.ca.gov](http://www.medbd.ca.gov)  
 Medicaid, U.S. Government, Health and Human Services ..... [www.cms.hhs.gov](http://www.cms.hhs.gov)  
 Medicare, U.S. Government..... [www.medicare.gov](http://www.medicare.gov)  
 Mendocino Transit Authority ..... [www.4mta.org](http://www.4mta.org)  
 Petaluma Transit..... [www.cityofpetaluma.net/pubworks/transit-sub.html](http://www.cityofpetaluma.net/pubworks/transit-sub.html)  
 Santa Rosa CityBus ..... [www.srcity.org/tp](http://www.srcity.org/tp)  
 Santa Rosa Junior College ..... [www.santarosa.edu](http://www.santarosa.edu)  
 Santa Rosa Recreation and Park Department ..... [www.santarosarec.com](http://www.santarosarec.com)  
 Social Security Administration ..... [www.ssa.gov/](http://www.ssa.gov/)  
 Sonoma County Auditor-Controller-Tax Collector ..... [www.sonoma-county.org/auditor](http://www.sonoma-county.org/auditor)  
 Sonoma County Department of Health Services..... [www.sonoma-county.org/health](http://www.sonoma-county.org/health)  
 Sonoma County Human Services Department..... [www.sonoma-county.org/human](http://www.sonoma-county.org/human)  
 Sonoma County Clerk-Recorder-Assessor ..... [www.sonoma-county.org/assessor](http://www.sonoma-county.org/assessor)  
 Sonoma County Volunteer Program..... [hr.sonoma-county.org](http://hr.sonoma-county.org)  
 Sonoma County Elder Abuse Prevention Project ..... [www.sceapc.org](http://www.sceapc.org)  
 Sonoma County Library and Branches ..... [www.sonoma.lib.ca.us](http://www.sonoma.lib.ca.us)  
 Sonoma County Transit ..... [www.sctransit.com](http://www.sctransit.com)  
 State Bar Attorney Complaint Hotline ..... [www.calbar.ca.gov](http://www.calbar.ca.gov)  
 State Parks and Recreation Department..... [www.parks.ca.gov](http://www.parks.ca.gov)

U.S. Administration of Aging, Department of Health and Human Services .....	<a href="http://www.aoa.gov">www.aoa.gov</a>
U.S. Consumer Product Safety Commission.....	<a href="http://www.cpsc.gov">www.cpsc.gov</a>
U.S. Department of Labor, Disabilities Resources .....	<a href="http://www.disability.gov">www.disability.gov</a>
U.S. Department of Veterans Affairs .....	<a href="http://www.va.gov">www.va.gov</a>
U.S. Government Printing Office .....	<a href="http://www.gpo.gov">www.gpo.gov</a>

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The County of Sonoma does not unlawfully discriminate in its program, activities, or employment, based on race, color, ancestry, national origin, religion, sex, sexual orientation, marital status, age, medical condition, or disability as required by applicable federal and state laws. If you are in need of reasonable accommodation due to disability or have an equal opportunity concern, refer to the EEO/AA procedure or representative in the department from which you are seeking assistance, or the County's Affirmative Action Coordinator, Sonoma County Human Resources Department, 575 Administration Drive, Suite 116 B, Santa Rosa California 95403: (707) 565-2107, TDD-TTY No: (707) 565-3949

# TIPS TO HELP PROTECT YOURSELF AGAINST FINANCIAL ABUSE, SCAMS, AND FRAUDS

## DO:

- Do organize your finances and keep personal information and documents secure- shred material that has personal information on it before throwing away.
- Do make future planning a priority by completing power of attorneys and estate planning. Consider the option of hiring a private fiduciary to help manage your finances.
- Do educate yourself about common scams, financial and investment frauds, and unscrupulous sales practices. Be aware of pressure to “act fast and right away.”
- Do reach out to others if you have been a victim of a scam or financial abuse- isolation increases vulnerability.
- Do complete a background check when hiring caregivers. Call work and personal references, and complete a formal work contract.
- Do get caller ID and call blocking on your phone.
- Do use a spam filter to automatically block unwanted emails.

## DO NOT:

- Do not give out your social security number, banking, or other personal information over the phone, by mail or online unless you have verified the legitimacy of the contact.
- Do not fall for the “grandson in jail/hospital” or any other telephone scam.
- Do not make financial decisions alone-consult with trusted family, friends, and professionals. Verify the company you are doing business with.
- Do not engage with phone, door, or computer solicitation. Hang up the phone, close the door, and do not click on emails you do not know or recognize.
- Do not respond to promises of riches. If it sounds too good to be true – then it is! A promise of riches with upfront fees and taxes is always a sign it is a scam.
- Do not purchase or participate in financial transactions you do not initiate.
- Do not allow a caregiver to handle your money without a formal agreement.